

PANGEA MIGRATION

The image displays three mobile phone screens illustrating the migration of a Sam's Club mobile application from an older version to a newer one.

Left Screen (Old App):

- Header: Sam's Club
- Text: CART 28 items | Est. total: \$1,828.82
Estimated savings \$22.00
- Button: Begin checkout
- Section: Items to pick up (1)
- Location: Concord Sam's Club
- Item: Planning Helps Make A Party Perfect Keep Dinner Simple Heat Frozen Vegetables
Low in stock Free shipping
8 \$345.82 w/ savings of \$2.00
- Buttons: Ship instead, Save for later, Delete
- Section: Total
- Text: Items to pick up (5) \$128.82

Middle Screen (New App):

- Header: Sam's Club
- Text: Select a shipping address
- Section: Membership address
- Address: John Smith, 850 Cherry Ave, San Bruno, CA 94066, 555-123-4567 (radio button unselected)
- Address: John Smith, 850 Cherry Ave, San Bruno, CA 94066, 555-123-4567 (radio button selected)
- Text: Add a shipping address
- Text: Continue

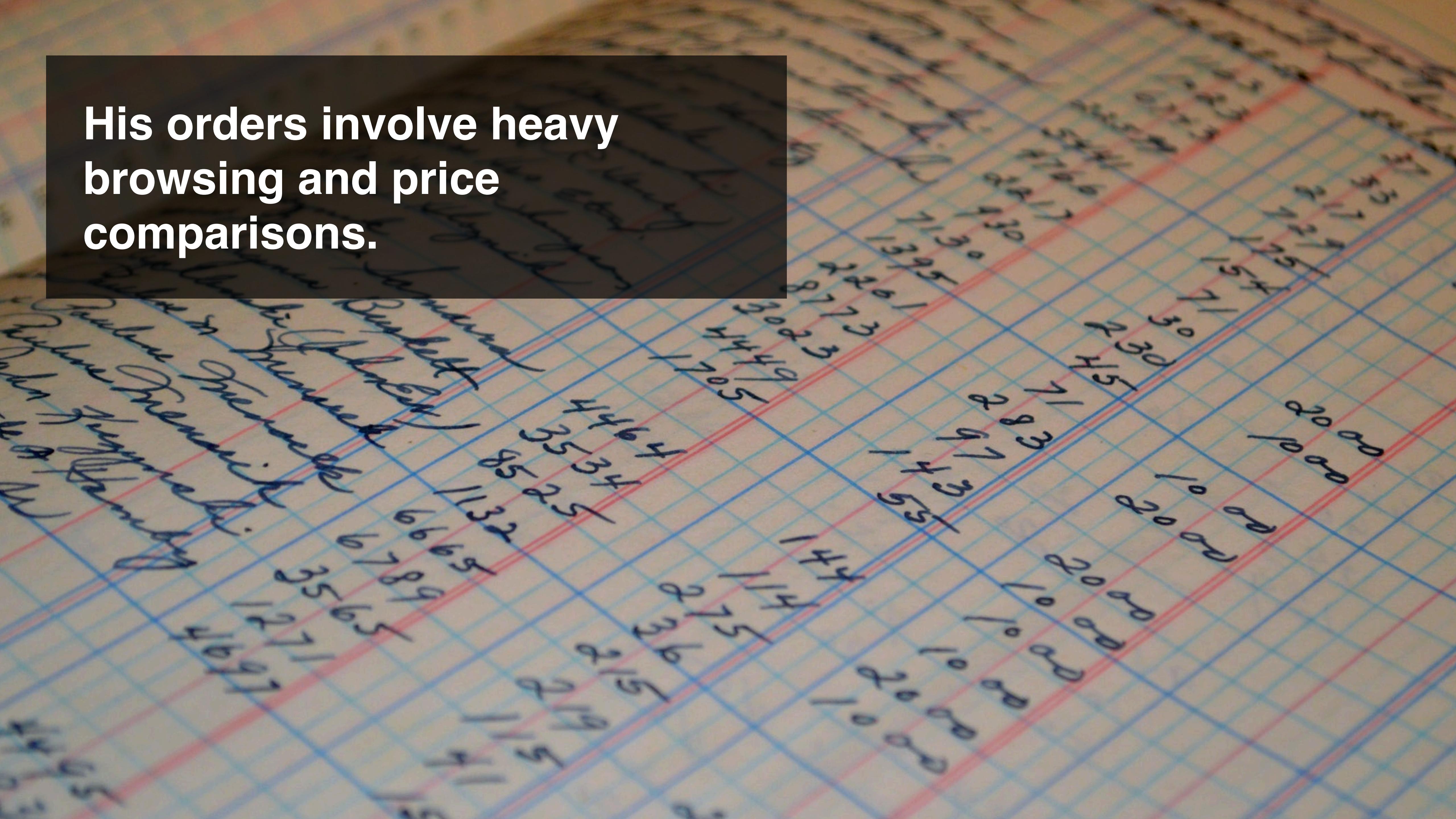
Right Screen (New App):

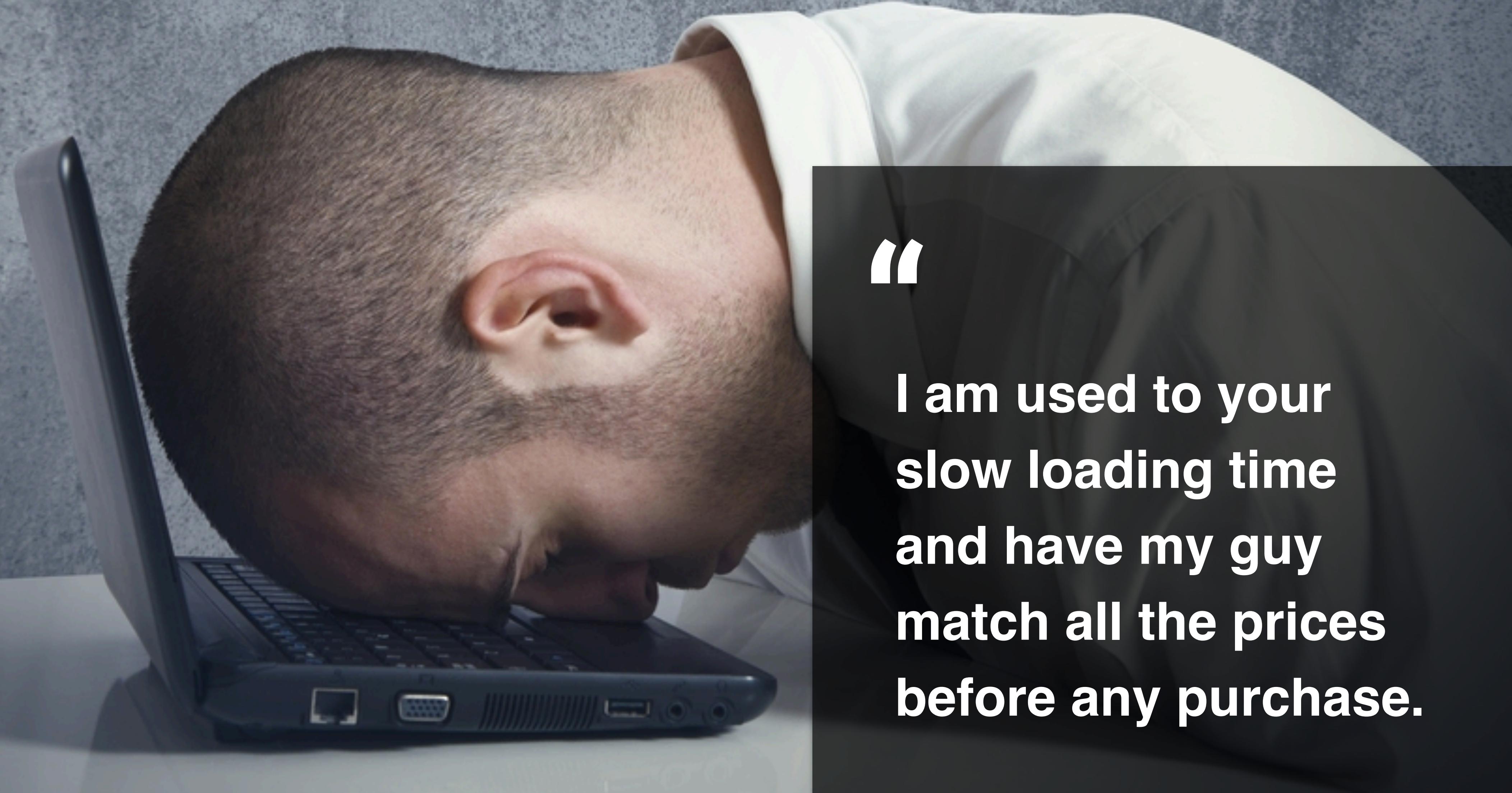
- Header: Sam's Club
- Text: Get a free chicken
- Text: Thank you for your order
- Text: Order number: 123456789
You saved \$18.00
- Text: We're sending a confirmation email to johnsmith@email.com
- Text: What to do next:
- Text: Pick up your order
- Text: Wed, Mar 05, 2015
7:00 - 8:00 am
- Text: Concord Sam's Club
1101 Supermarket Dr
Concord, CA 94520
- Text: Pay in club
- Text: View order details



**Michael shops in bulk on Walmart
and Sam's Club for his small
business needs.**

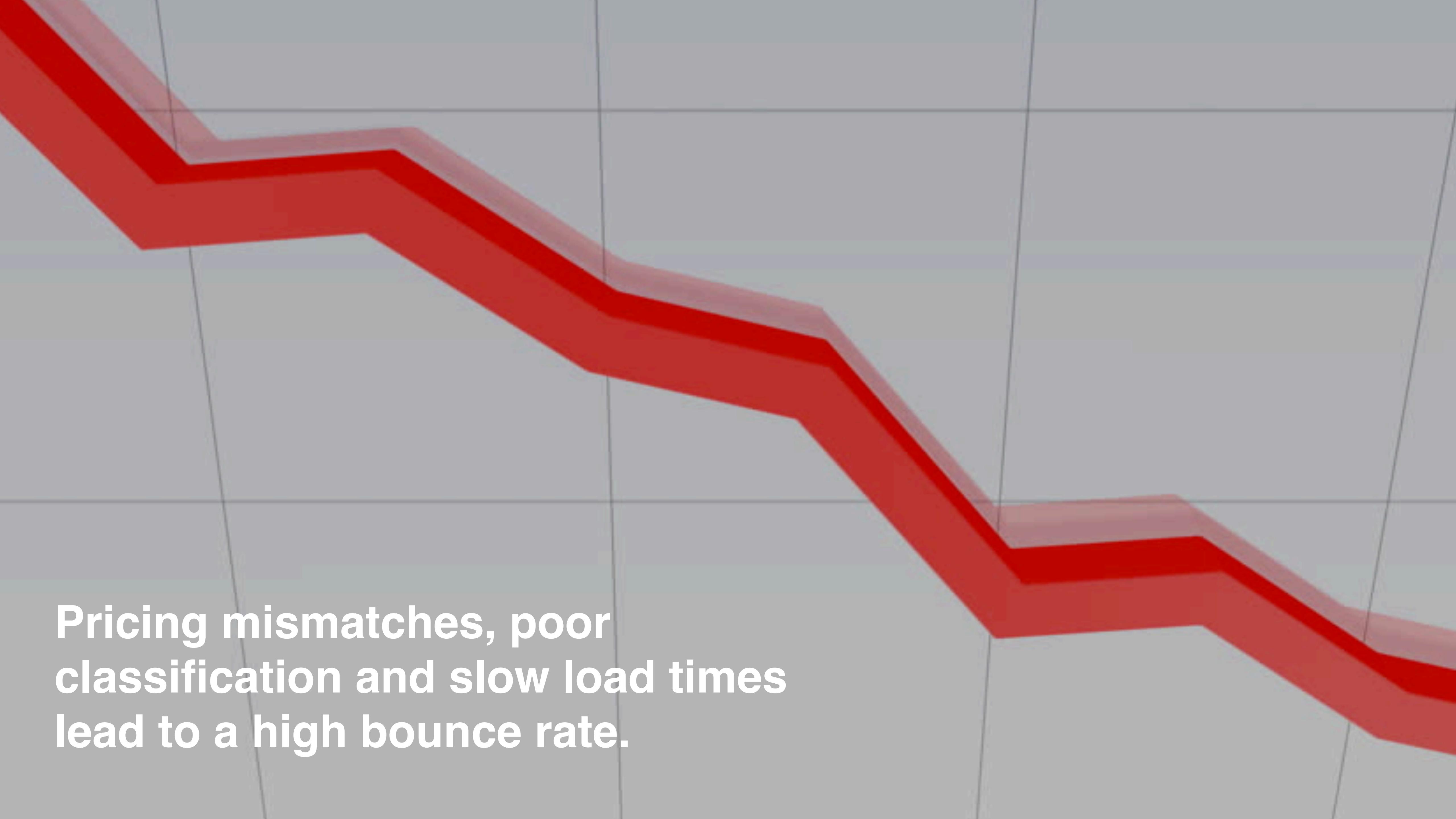
His orders involve heavy
browsing and price
comparisons.





“

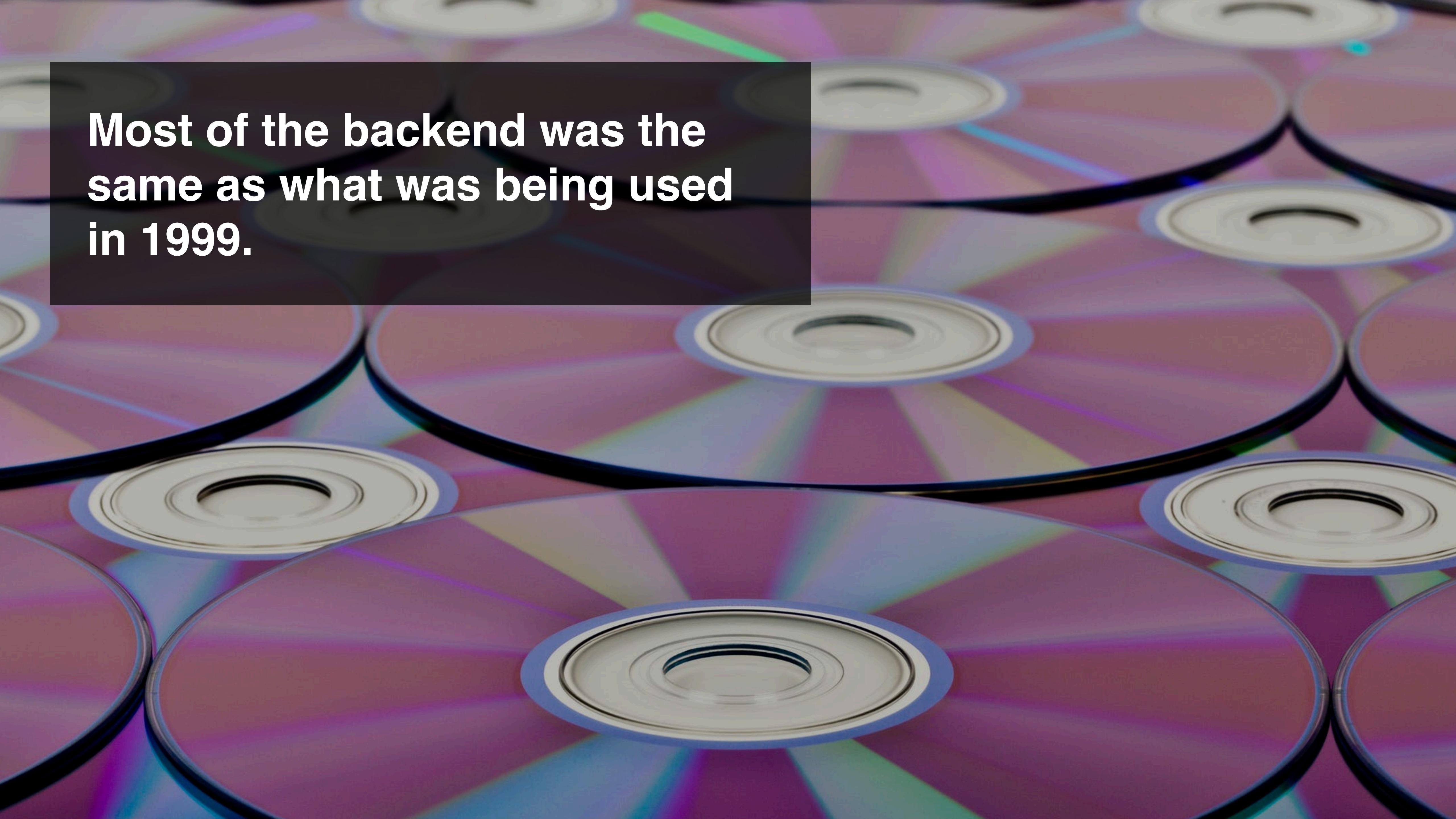
I am used to your
slow loading time
and have my guy
match all the prices
before any purchase.

A red line graph with a light red shaded area representing an error band. The line starts at a high value on the left, dips, rises slightly, dips again, and then drops sharply towards the right. The background of the slide is a light grey.

Pricing mismatches, poor classification and slow load times lead to a high bounce rate.

A stack of coins, likely Indian rupees, is positioned on the left side of the image. The coins are silver-colored and have 'SARB RS' inscribed on them. They are stacked in several layers, with some coins slightly offset. The background is dark and out of focus, creating a dramatic effect.

**3 years back, Walmart began updating
its architecture to tackle growing
marketplace and changing needs**

A close-up photograph of a stack of CD or DVD discs. The discs are piled on top of each other, with their reflective surfaces catching light and creating a rainbow of colors. A solid black rectangular box is overlaid on the upper left portion of the image. Inside this box, the text is written in a large, bold, white sans-serif font.

**Most of the backend was the
same as what was being used
in 1999.**

A collection of Scrabble tiles is scattered across a yellow surface. The tiles are light-colored with dark lettering. Several tiles are arranged to spell out the word "SEARCH".

Bike helmet and hockey
helmet were categorized the
same.

S₁ E₁ A₁ R₁ C₃ H₄

A close-up photograph of small green seedlings with heart-shaped leaves growing in dark, moist soil. The plants are scattered across the frame, with some in sharp focus in the foreground and others blurred in the background. The lighting is soft, highlighting the vibrant green of the young leaves against the dark earth.

We needed to change,
grow and adapt.

.. and we did

Pangea



Pangea



Walmart

reusable

scalable

fast

modern

flexible

modular

consistent

South America

Africa

India

Antarctica

Australia

Eurasia



electrode

UNIVERSAL REACT/NODE APPLICATION PLATFORM



electrade

UNIVERSAL REACT/NODE APPLICATION PLATFORM

Flexible
core



Modular
structure



Reusable
components





Similar backend structure



Not member-based



Member-based



Shop for free



Pay to shop

I'm changing



Can I join as well?

This shift was optimized for Walmart, not Sam's



#designteam

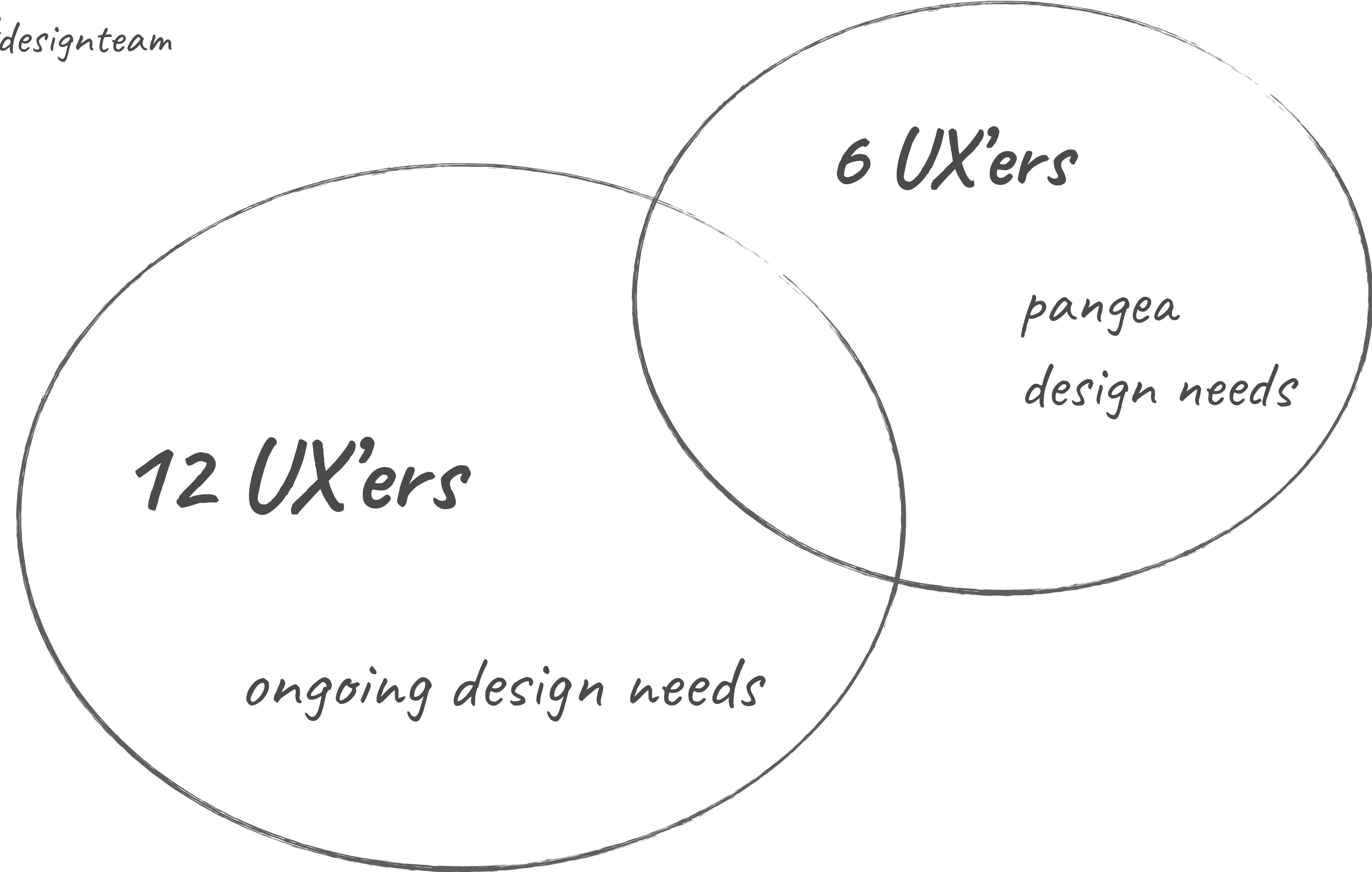
How might we ensure a reliable shift as per Walmart's guidelines and also incorporate our specific use cases?



#goal



#designteam



CART

Shop by department ▾ Business tools ▾ Member services ▾ Shocking Values Configurable link

Free shipping on all Black Friday items [Shop now](#)

 Save 10%* on purchases today up to \$250 when you open an account.

Cart

Membership (1)

	Sam's Savings Primary renewal Item #98764 Renews on purchase	\$45.00
		Remove

Items to ship (4)

Shipping options for 94066 [Change](#)
You select shipping method in checkout

	VIZIO 55" Class 4K Ultra HD LED Smart TV - D55u-D1 Item #98764	2	\$1048.00 \$5.0024 each
<small>square</small> Add a protection plan			

MacBook

Cart is a bridge between shopping and buying



BROWSE

Category

PDP

This section shows a blue-themed wireframe diagram illustrating the user flow from the Home page to the Category page, and finally to the Product Detail Page (PDP). The Home page features a large banner for 'Get your team ready!', sections for 'Your local club' and 'Unique Products', and a 'Smart TV' promotional offer. The Category page shows a sidebar with 'Electronics' and 'Departments' like TVs & Home Theater, Computers, Office Electronics, etc., followed by a grid of product cards. The PDP displays a VIZIO 70" Class 1080p LED Smart HDTV (M7021-B3) with a price of \$1,149.00, a 'Why we love this' section, and a 'About this item' section.

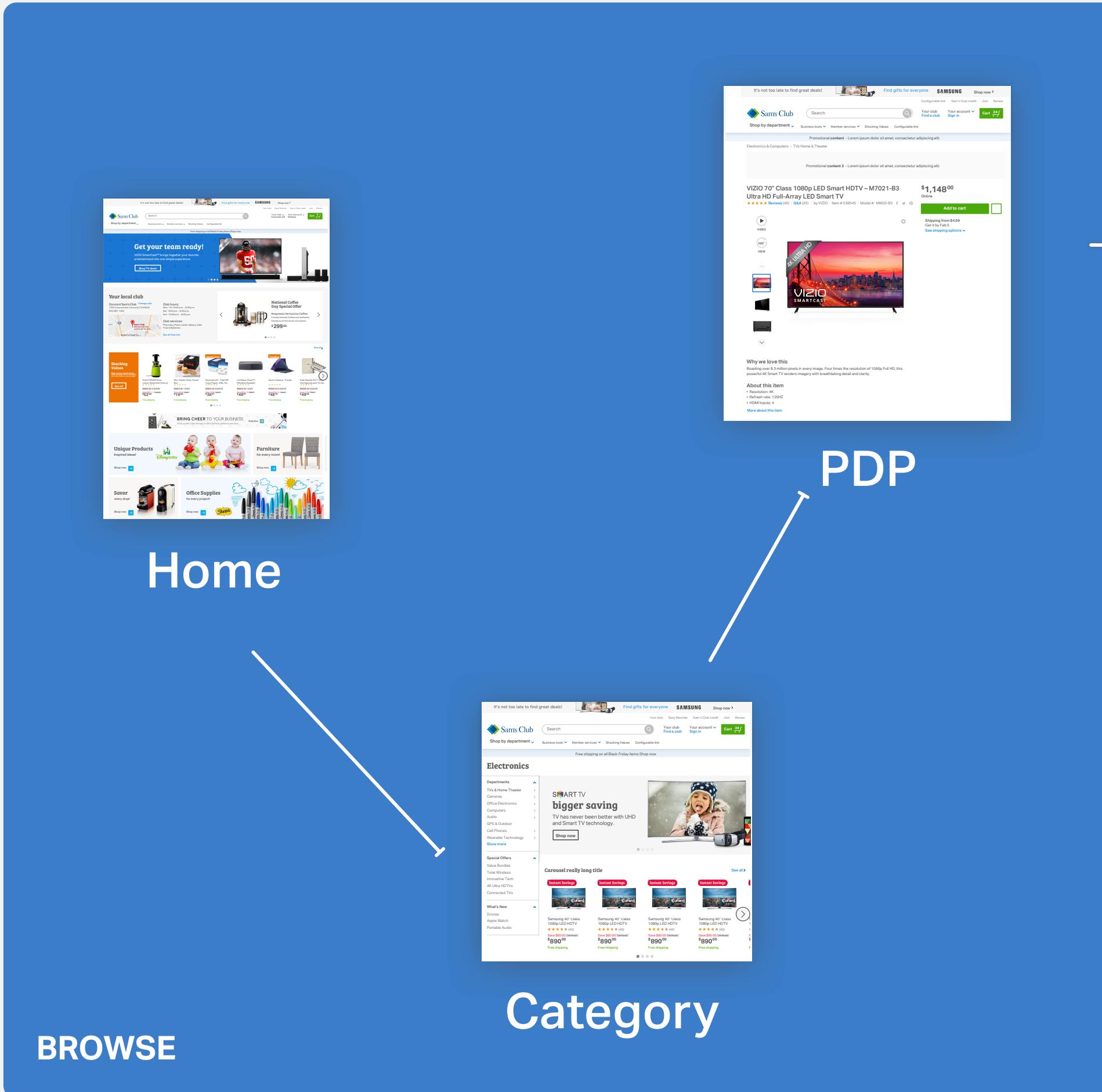
Cart

Checkout

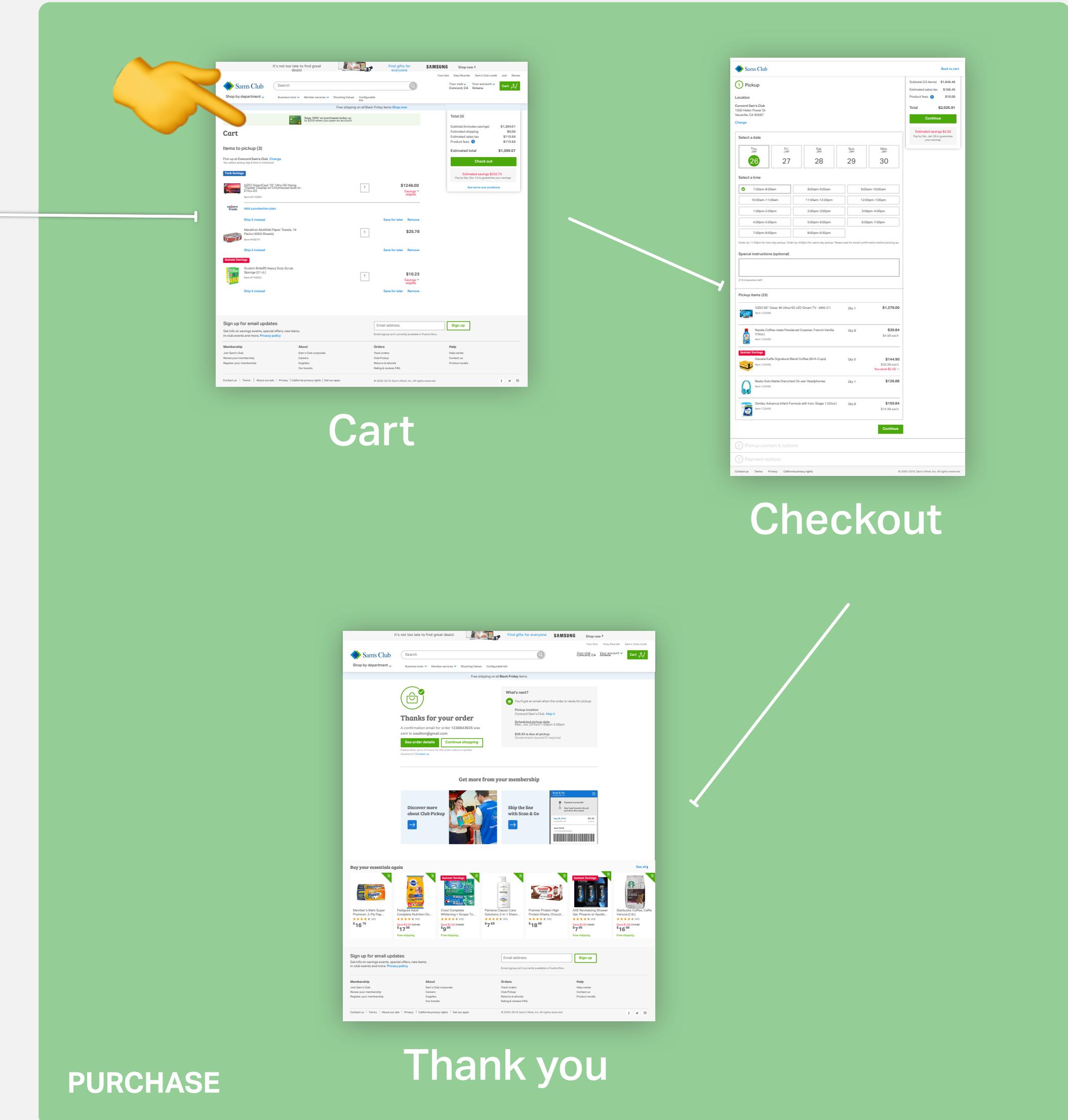
PURCHASE

Thank you

This section shows a green-themed wireframe diagram illustrating the user flow from the Cart page to the Checkout page, and finally to the Thank you page. The Cart page lists items for pickup, including a VIZIO 70" Class 1080p LED Smart HDTV and Marathons MultiFold Paper Towels. The Checkout page includes fields for 'Select a date', 'Select a time', and 'Special instructions (optional)'. The Thank you page features a 'Thanks for your order' message, a 'Get more from your membership' section, and a 'Buy your essentials again' section displaying various grocery items.



Captivate and upsell



Show and convey

- Why design for Cart?
- Cart vs Checkout
- Before Pangea
- With Pangea goals and my role
- Cart structure and explorations
- Before vs after
- User scenarios
- Outcome and reflections

Importance of Cart in the purchase journey



Validation point
for the users

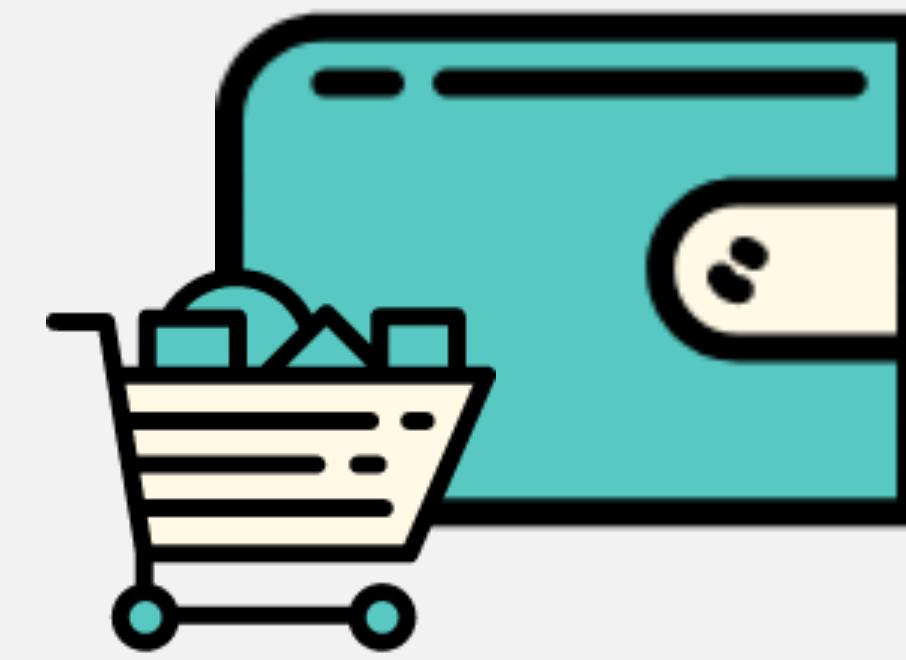


Place to compare
and match prices
(using promotions)



Does heavy lifting
before Checkout

Cart vs Checkout



“I’m sure I want these things”

*Give us your info so that we can send
these things to you*

43% users abandoned on cart last year



67M

lost in GMV



..because

inventory checks on every user action (page reloads every time)

Multiple fulfillment options available for a single item, changing one affects the whole cart

User can move forward ONLY IF all the items clear inventory and limit checks – Friction

Search

Your club
Concord, CAYour account
Rachit

Cart 17

Shop by department

Business tools

Member services

Instant Savings

Shocking Values

Sam's Club :: My Cart

Continue Shopping

Begin Checkout

Shopping Cart (17 items)



Select action on checked items

OK

ITEMS IN YOUR CART	DELIVERY METHOD	ORIG. PRICE	QTY	TOTAL
 <input type="checkbox"/> EAS 100% Whey Protein Powder, Chocolate (5 lbs.) Item #: 345623 Save for Later Remove	Ship Only Item <input checked="" type="checkbox"/> Subscribe ? Order every: 1 week	\$37.88	1	\$37.88
 <input type="checkbox"/> Premium Million Star Gypsophila - 10 Bunches Item #: 771641 \$3.92 off with New Lower Price Offer ends August 07 ?	Ship Only Item <small>This item is not available to pick up</small> Select Delivery Date Thursday, 07/28/2016	\$92.78	1	\$88.86
 <input type="checkbox"/> Nikon D5500 24.2MP CMOS Sensor DSLR 2-Lens Bundle, with 18-55mm VR II Lens, 55-300MM VR Lens, Camera Case and 32GB Memory Card Item #: 546203	<input type="radio"/> Please ship <input checked="" type="radio"/> Pick up at Concord Club(#6612) Change Club	\$1,099.00	1	\$1,099.00



Shop by department

Business tools

Member services

Instant Savings

Shocking Values

Sam's Club :: My Cart

Continue Shopping

Begin Checkout

Shopping Cart (17 items)



Select action on checked items



ITEMS IN YOUR CART ▾	DELIVERY METHOD ▾	ORIG. PRICE ▾	QTY ▾	TOTAL ▾
 <input type="checkbox"/> EAS 100% Whey Protein Powder, Chocolate (5 lbs.) Item #: 345623 Save for Later Remove	Ship Only Item <input checked="" type="checkbox"/> Subscribe ? Order every: 1 week ▾ This item is not available to pick up	\$37.88	<input type="text" value="1"/> Update	\$37.88
 <input type="checkbox"/> Premium Million Star Gypsophila - 10 Bunches Item #: 771641 \$3.92 off with New Lower Price	Ship Only Item This item is not available to pick up Select Delivery Date Thursday, 07/28/2016 ▾	\$92.78	<input type="text" value="1"/> Update	\$88.86 Saving \$3.92 ▾



with frequent shoppers



Cart before Pangea

Shop by department

Business tools

Member services

Instant Savings

Shocking Values

Full header

Sam's Club :: My Cart

Continue Shopping

Begin Checkout

Conflicting CTAs

Shopping Cart (17 items)

Ordered by time

 Select action on checked items ▾ OK

ITEMS IN YOUR CART ▾	DELIVERY METHOD ▾	ORIG. PRICE ▾	QTY ▾	TOTAL ▾
<input type="checkbox"/>  EAS 100% Whey Protein Powder, Chocolate (5 lbs.) Item #: 345623 Save for Later Remove	Ship Only Item <input checked="" type="checkbox"/> Subscribe ? Order every: 1 week ▾ <small>This item is not available to pick up</small>	\$37.88	1	\$37.88
<input type="checkbox"/>  Premium Million Star Gypsophila - 10 Bunches Item #: 771641 \$3.92 off with New Lower Price Offer ends August 07 ? Save for Later Remove	Ship Only Item <small>This item is not available to pick up</small> Select Delivery Date Thursday, 07/28/2016 ▾ <small>Place order by Thursday, 07/21/2016</small>	\$92.78	1	\$88.86
<input type="checkbox"/>  Nikon D5500 24.2MP CMOS Sensor DSLR 2-Lens Bundle, with 18-55mm VR II Lens, 55-300MM VR Lens, Camera Case and 32GB Memory Card Item #: 546203	<input type="radio"/> Please ship <input checked="" type="radio"/> Pick up at Concord Club(#6612) Change Club	\$1,099.00	1	\$1,099.00

7 options / item

Focus on the item # and names

Page refresh on qty change

Scroll for order total

Many fulfillment options

Cart before Pangea

Built by the user, displayed by Sam's

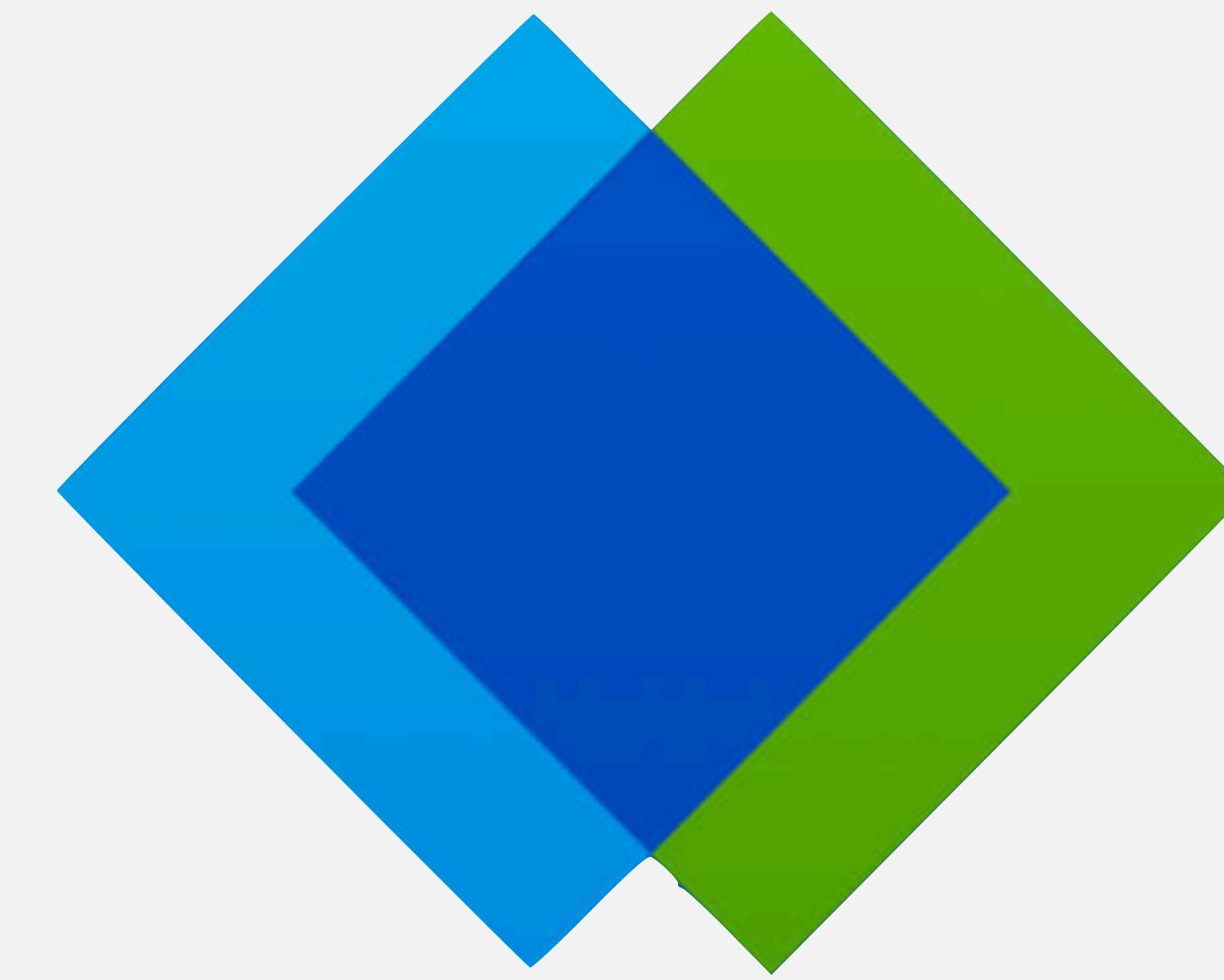


handled

Built by the user, ~~displayed~~ by Sam's



With Pangea, you can reuse all the modules for Cart



Sweet, I will have Rachit's team evaluate that

My role and team

2 P.designers, 1 V.designer, 1 C.strategist with 3 PMs
and 12 devs set out to:



Goal

*How might we reuse WM's cart (pangea) scope for
Sam's Club cart?*





Walmart's Cart

Introducing Pickup Discount



Rachit, save \$25!*

Save \$25 when you open an account online & spend \$25 on your first online purchase today.

Purchase amount

\$80.62

Credit on billing statement

\$25.00

Cost after statement credit

\$55.62

*Can't be combined with other offers. Subject to credit approval.
Savings paid as statement credit.

[Open Account](#) ▾ [Learn More](#) ▾

Your Cart: 2 Items



EAS Chocolate 100% Pure Whey Protein Powder, 12.5 oz, (Pack of 4)

Sold by: Walmart.com

2-Day Shipping

See all shipping and pickup options for [94404](#) ▾

Qty

1

\$42.60
85.2¢/OZ

Order soon, only 4 left!

[Save for later](#) [Remove](#)[Check Out](#)

Congrats — you get free shipping!

Free pickup is available.

[More about shipping and pickup](#)

Mainstays 29" Ladder Back Black Barstool, Multiple Colors

Actual Color: Espresso

Sold by: Walmart.com

Qty

1

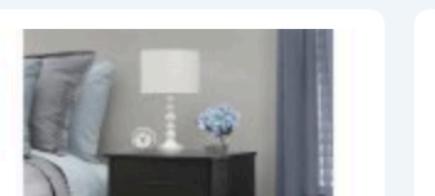
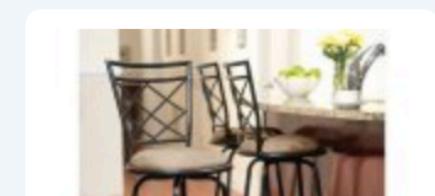
\$34.96

See all shipping and pickup options for [94404](#) ▾[Save for later](#) [Remove](#)Add Care Plan [?](#) None 2 years (+\$4)

Saved For Later

You have no saved items right now.

Customers also bought these products



Devs these days

Since Walmart has all these components built, why don't we put our skin on it and connect it to our inventory?



We're different

Average order size of 5-8 – dropdown works



EAS Chocolate 100% Pure Whey Protein Powder, 12.5 oz, (Pack of 4)
Sold by: Walmart.com
2-Day Shipping
See all shipping and pickup options for **94404** ▾

Qty ▼

\$42.60
85.2¢/OZ
Order soon, only 4 left!

[Save for later](#) [Remove](#)

Average order size of 24-61 – dropdown does not work



EAS 100% Whey Protein Powder, Chocolate (5 lbs.)
Item #: 345623
[Save for Later](#) | [Remove](#)

Ship Only Item
 Subscribe ?
Order every: ▼
This item is not available to pick up

\$37.88 1 Update \$37.88

We're different



EAS Chocolate 100% Pure Whey Protein Powder, 12.5 oz, (Pack of 4)

Sold by: Walmart.com

Qty 1 ▾

\$42.60
85.2¢/OZ

Order soon, only 4 left!

2-Day Shipping

See all shipping and pickup options for **94404** ▾

Save for later Remove

Single fulfillment vs
multiple fulfillment

Nikon D5500 24.2MP CMOS Sensor DSLR 2-Lens Bundle, with 18-55mm VR II Lens, 55-300MM VR Lens, Camera Case and 32GB Memory Card

Item #: 546203

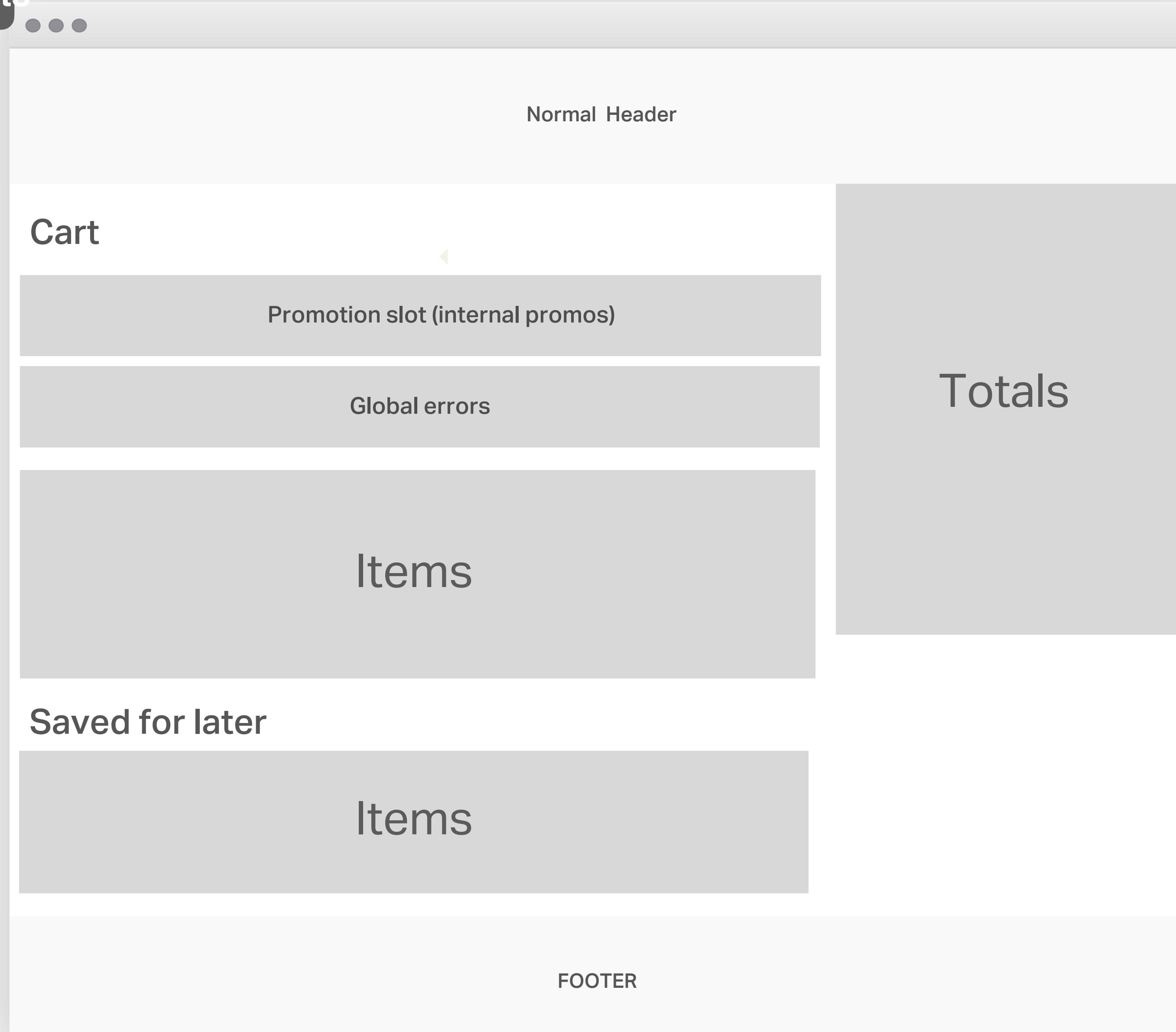
Save for Later | Remove

Please ship
 Pick up at
Concord Club(#6612)
Change Club

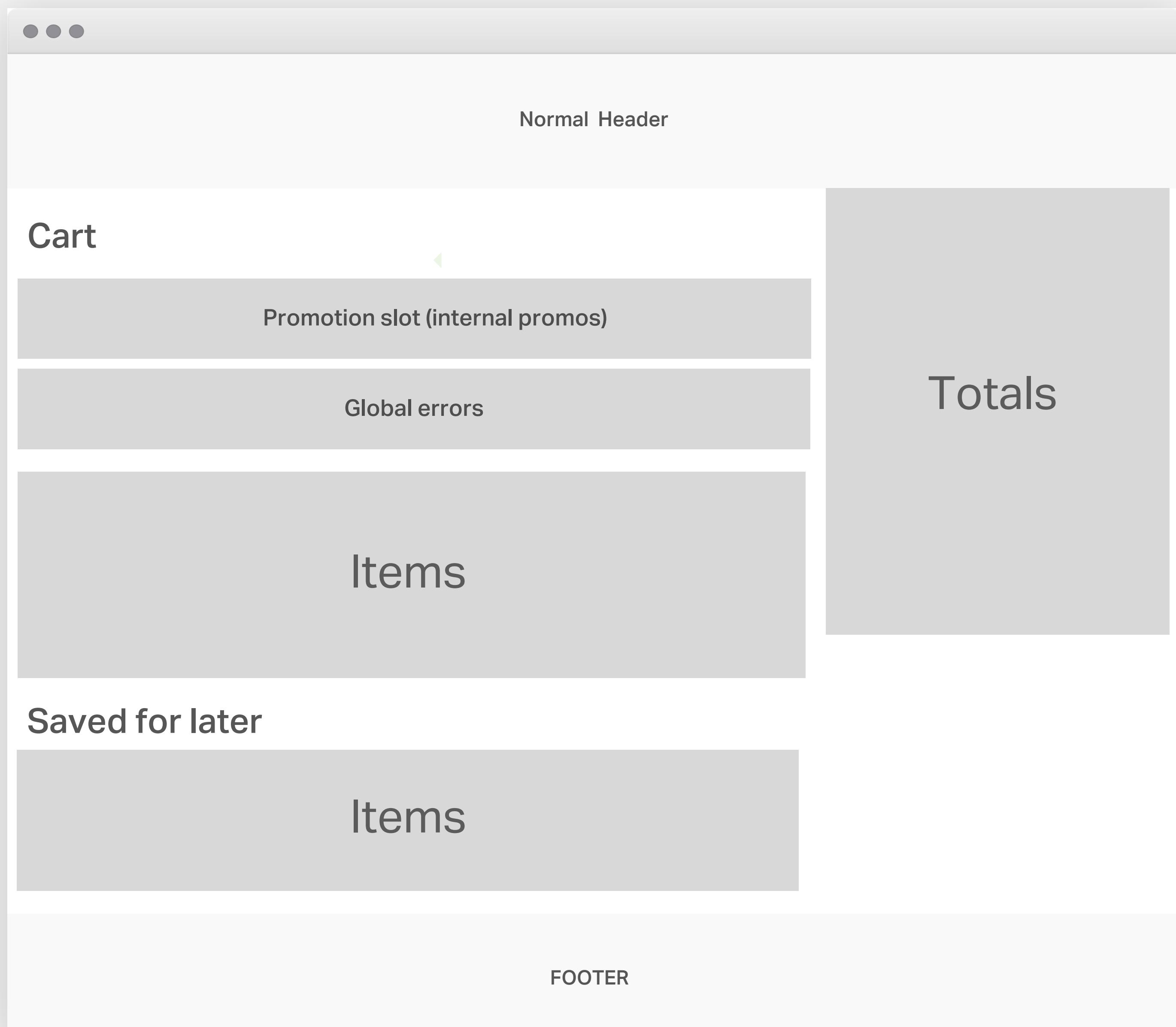
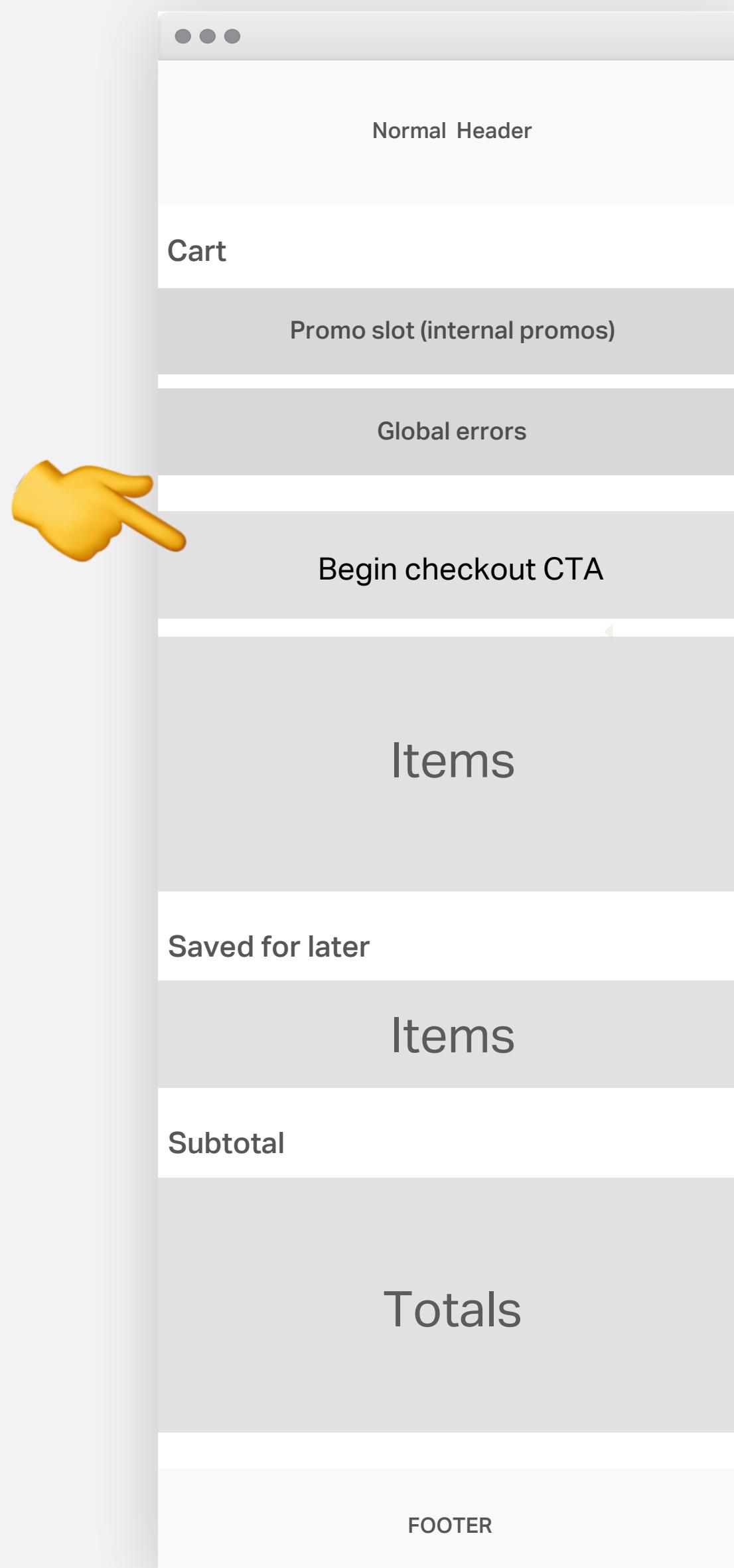
\$1,099.00 1 \$1,099.00

Update

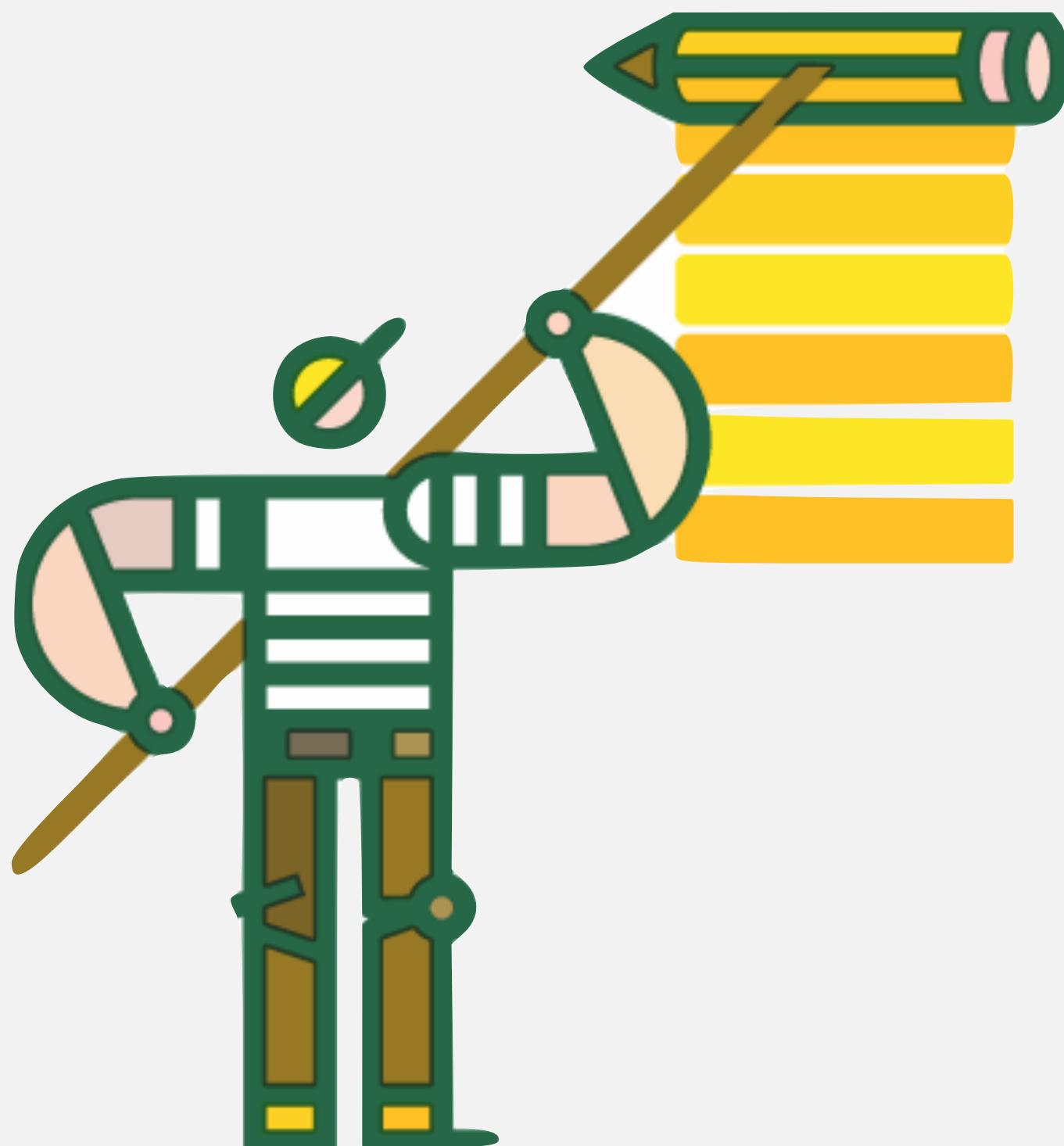
Cart structure - constraints



Cart structure - constraints



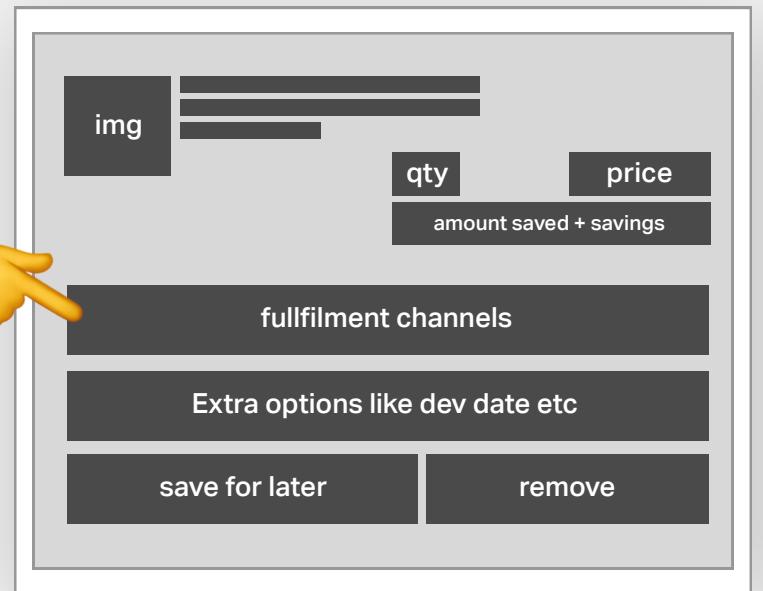
Explorations



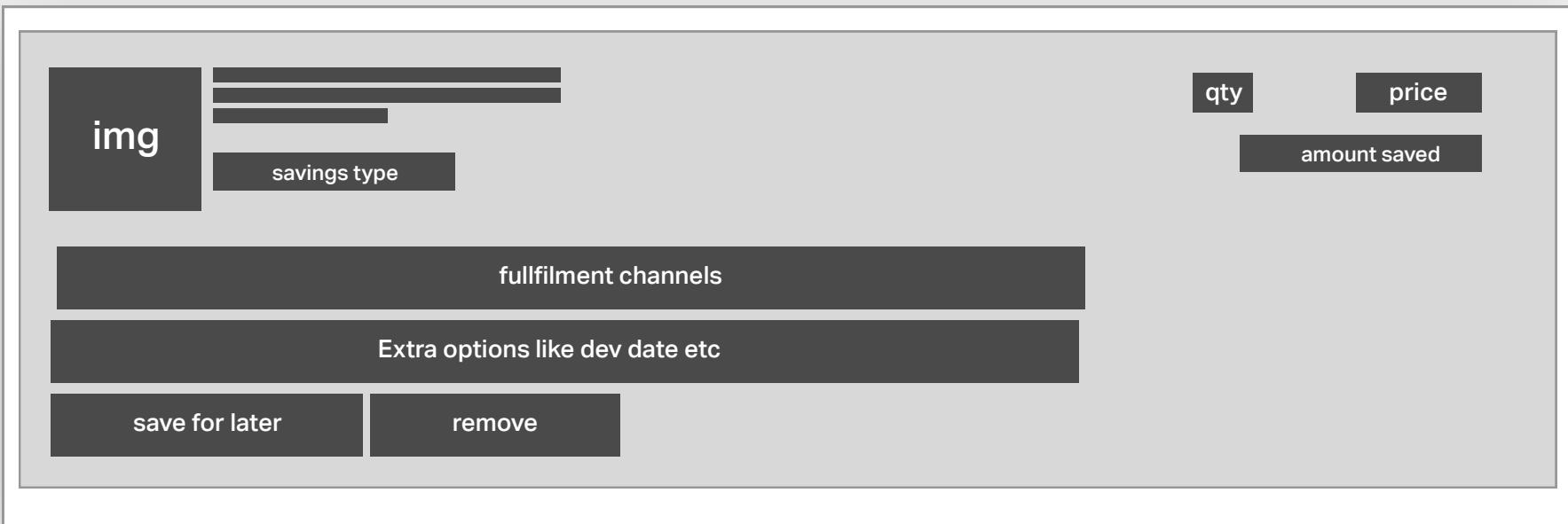
Explorations

Responsive item stacking

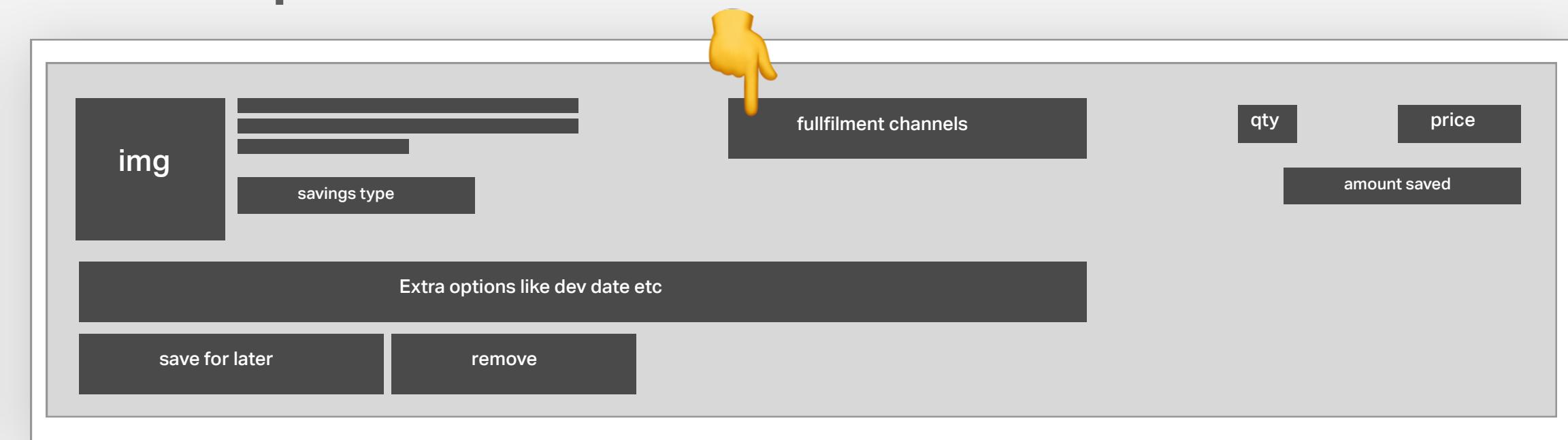
320



768 - 990

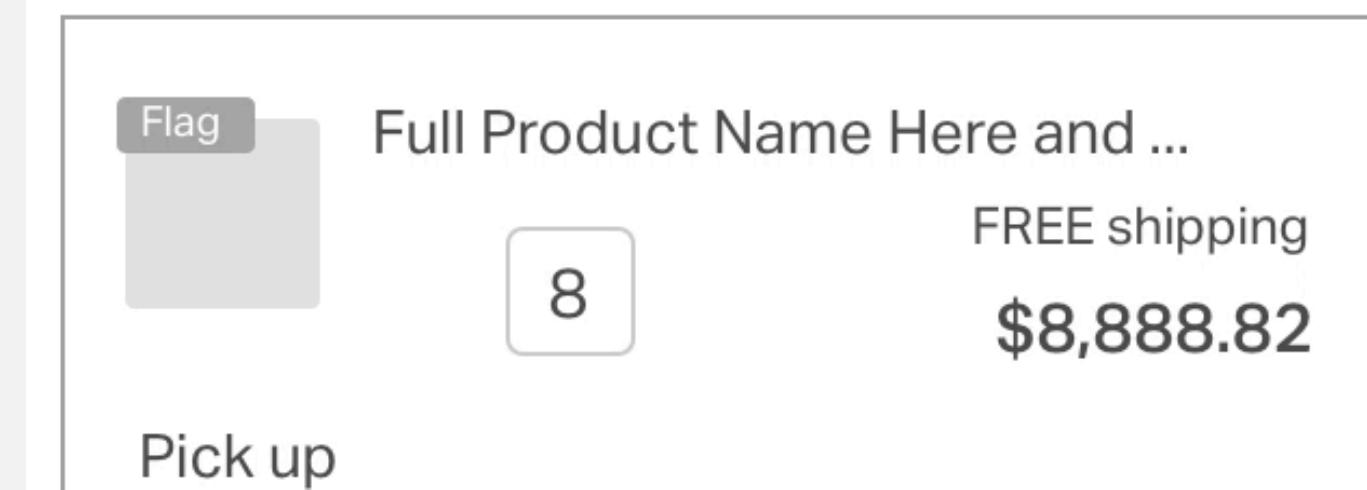
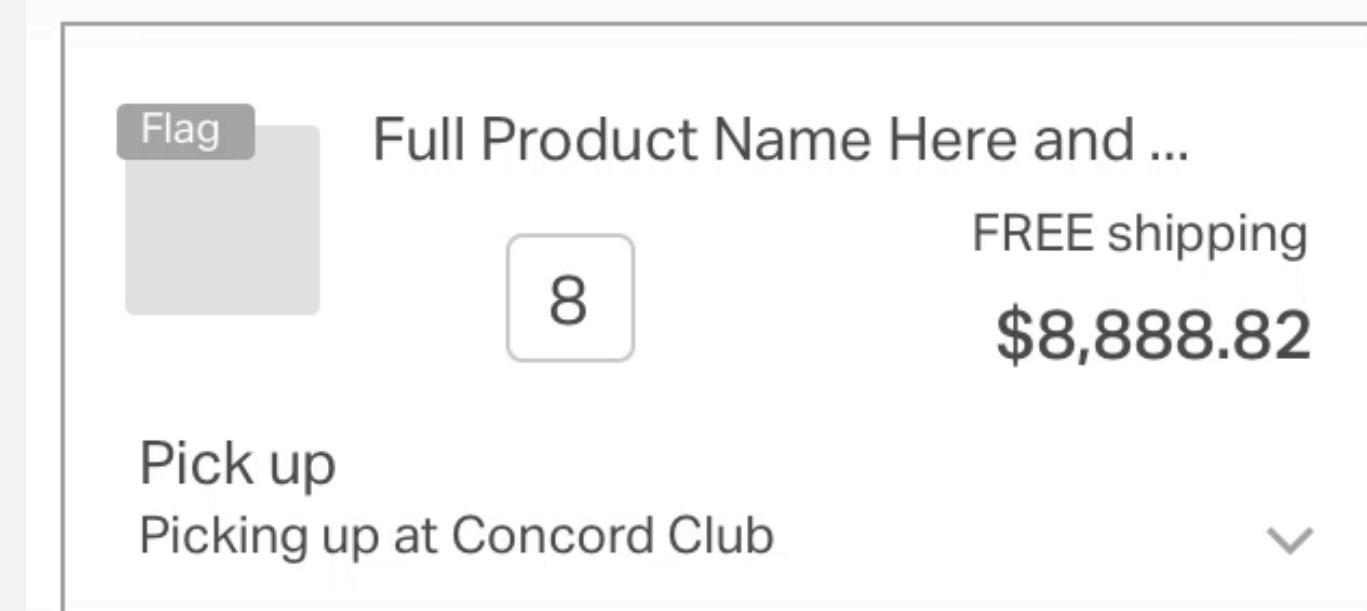
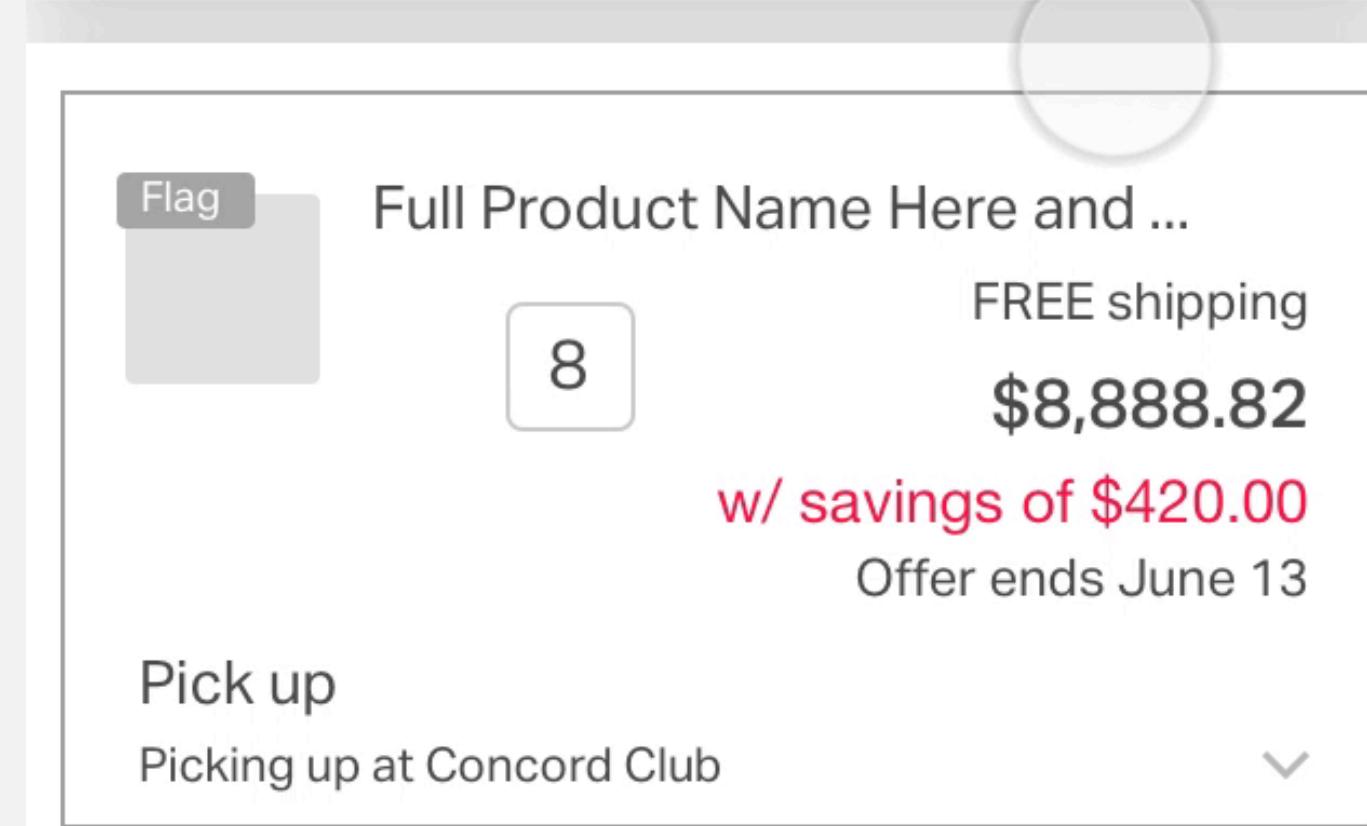
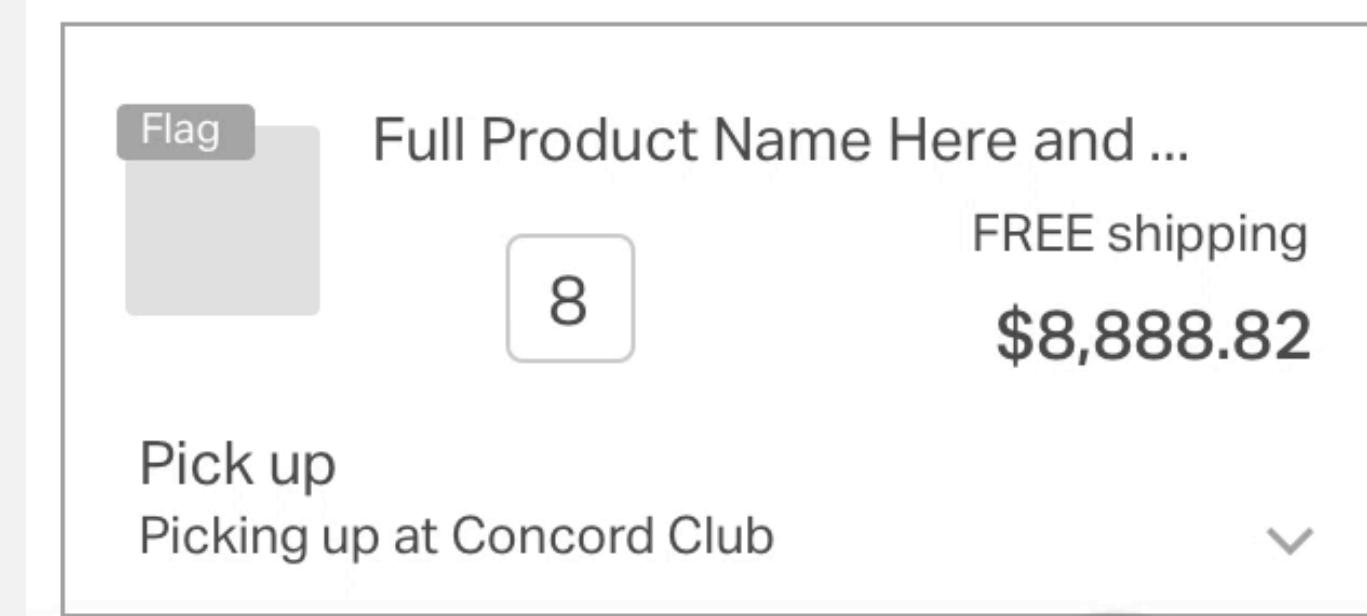


990 and up



Explorations

Since shipping or pickup has already been selected before, I explored hiding them behind a tap...



Explorations

Grouped by fulfillment

This screenshot shows the Sam's Club mobile app interface. At the top, there is a navigation bar with a menu icon, the Sam's Club logo, a location pin, and a shopping cart icon showing 14 items. Below the navigation bar is a search bar with the placeholder "Search". A promotional banner for Black Friday states "Free shipping on all Black Friday" with a "Shop now" button.

The main content area is divided into sections based on fulfillment:

- Cart:** Shows 14 items with an estimated total of \$2279.79. A green "Check out" button is present. A message indicates "Estimated savings \$150.00" if paid by Aug 31st, 2016.
- Membership (1):** Shows a Sam's Savings Primary renewal item #98764 at \$45.00. It includes a quantity selector (1) and a note that the membership will be active upon purchase. Buttons for "Save for later" and "Remove" are available.
- Items to ship (1):** Shows a VIZIO 55" Class 4K Ultra HD LED Smart TV - D55u-D1 item #98764 at \$1048.00. It includes a quantity selector (2), a note that it costs \$524.00 each, and a "square trade" protection plan option for \$138.00. Buttons for "Pick up instead", "Save for later", and "Remove" are available.
- Items to pickup (1):** Shows a Zebra - Z-Grip Retractable Ballpoint Pen, Black Ink, Medium - 24/Pack item #98764 at \$9.81. It includes a quantity selector (1) and a note that it costs \$9.81. Buttons for "Ship it instead", "Save for later", and "Remove" are available.
- Digital Delivery (1):** Shows a Zebra - Z-Grip Retractable Ballpoint Pen, Black Ink, Medium - 24/Pack item #98764 at \$9.81. It includes a quantity selector (1) and a note that it costs \$9.81. Buttons for "Ship it instead", "Save for later", and "Remove" are available.

This screenshot shows the same Sam's Club mobile app interface, but the items are listed in a flat, chronological order from top to bottom, regardless of their fulfillment method. A yellow hand icon points to the "Pricing and availability based on:" section, which includes ZIP Code (94040) and Location (Concord, CA).

The main content area lists the items in a flat list:

- Sam's Savings Primary renewal:** Item #98764, \$45.00. Includes a note about activation and buttons for "Save for later" and "Remove".
- VIZIO 55" Class 4K Ultra HD LED Smart TV - D55u-D1:** Item #98764, \$1048.00. Includes a quantity selector (2), a note about cost per unit, and a "square trade" protection plan option for \$138.00. Buttons for "Save for later" and "Remove" are available.
- 3 year protection plan:** Qty: 2, \$138.00. Includes buttons for "Change" and "Save for later".
- Ship it:** Option to get it by Thu, June 16. Includes a radio button and a note about delivery time.
- Pick up:** Option to pick up tomorrow. Includes a radio button and a note about delivery time.
- Zebra - Z-Grip Retractable Ballpoint Pen, Black Ink, Medium - 24/Pack:** Item #98764, \$9.81. Includes a quantity selector (1) and a note about cost per unit. Buttons for "Save for later" and "Remove" are available.
- Pick up instead:** Option to "Ship it instead" or "Pick up". Includes radio buttons and notes about delivery methods.

Flat list based on time

Explorations

Grouped by fulfillment

The screenshot shows a mobile application interface for Sam's Club. At the top, there is a navigation bar with a menu icon, the "Sams Club" logo, a location pin, and a shopping cart icon with the number "14". Below the navigation is a search bar with a magnifying glass icon and the word "Search". A promotional banner at the top states "Free shipping on all Black Friday Shop now" and "Save 10%* on purchases today up to \$250 when you open an account." The main content area is titled "Cart" and shows "14 items" with an estimated total of "\$2279.79". A large green "Check out" button is prominently displayed. Below this, a message indicates "Estimated savings \$150.00" if paid by Aug 31st, 2016. The next section is titled "Membership (1)" and lists a "Sam's Savings Primary renewal" item (Item #98764) at \$45.00. A note says "Your membership will be active upon purchase." Below this are "Save for later" and "Remove" buttons. The final section is titled "Items to ship (1)" and lists a "VIZIO 55" Class 4K Ultra HD LED Smart TV - D55u-D1" (Item #98764) at \$1048.00, with a note that it is \$524.00 each. It also includes a "square trade" protection plan option for \$138.00. Buttons for "Pick up instead", "Save for later", and "Remove" are shown. A yellow hand icon points to the "Items to ship" section.

The screenshot shows the same mobile application interface for Sam's Club, but with a different layout. The top navigation and promotional banners are identical. The main content area starts with a "Cart" section showing "14 items" and an estimated total of "\$2279.79", with a "Check out" button. Below this is a message about estimated savings and payment due date. The next section is titled "Pricing and availability based on:" and includes fields for "ZIP Code" (94040) and "Location" (Concord, CA), with a note to "Select shipping speed and pickup day in checkout". The final section is titled "Items to ship (1)" and lists the VIZIO TV and protection plan options, along with "Save for later" and "Remove" buttons. A yellow hand icon points to the "Pricing and availability based on" section.

Flat list based on time



with frequent shoppers

Explorations

Grouped by fulfillment

The image displays two side-by-side screenshots of the Sam's Club mobile application. Both screens show a top navigation bar with a menu icon, the 'Sams Club' logo, a location pin, and a shopping cart icon showing '14' items. A search bar is present below the navigation.

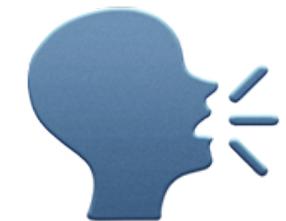
Left Screenshot (Grouped):

- Cart:** Shows 14 items with an estimated total of \$2279.79. A green 'Check out' button is prominent. Below it, a message says 'Estimated savings \$150.00' and 'Pay by Aug 31st, 2016 to guarantee savings'.
- Membership (1):** Shows a Sam's Savings Primary renewal item (Item #98764) with a quantity of 1 and a price of \$45.00. It notes that the membership will be active upon purchase.

Right Screenshot (Flat list):

- Cart:** Shows 14 items with an estimated total of \$2279.79. A green 'Check out' button is prominent. Below it, a message says 'Estimated savings \$150.00' and 'Pay by Aug 31st, 2016 to guarantee savings'.
- Pricing and availability based on:** ZIP Code 94040, Location Concord, CA. It also mentions 'Select shipping speed and pickup day in checkout'.
- Membership:** Shows a Sam's Savings Primary renewal item (Item #98764) with a quantity of 1 and a price of \$45.00. It notes that the membership will be active upon purchase.

Flat list based on time



Users found grouped listing of items as more **glancible**

We learned that many of our users use Cart as a **checklist** to make sure they're ordering what they need (by item #)

Most of the users **missed** seeing multiple fulfillment options in the flat list

Responsive item stacking



solved with grouped list

HP HD 17.3" Notebook 17-x037cl,
Intel Core i3-5005U DC
Processor
Item #98764

Free shipping

\$796.00

1

Pick up instead Save for later | Remove

HP HD 17.3" Notebook 17-x037cl, Intel
Core i3-5005U DC Processor
Item #98764

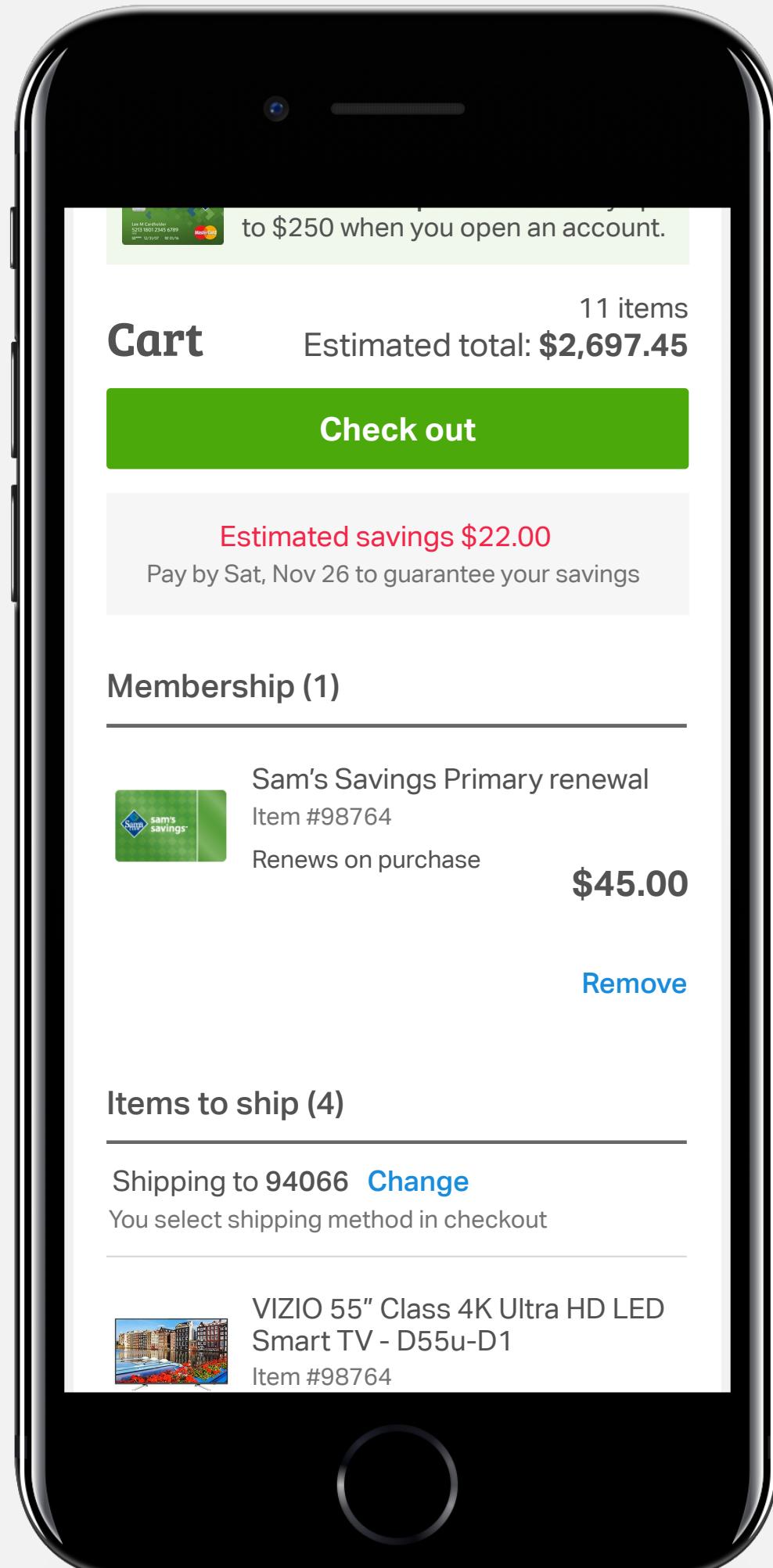
1

\$499.00

Pick up instead

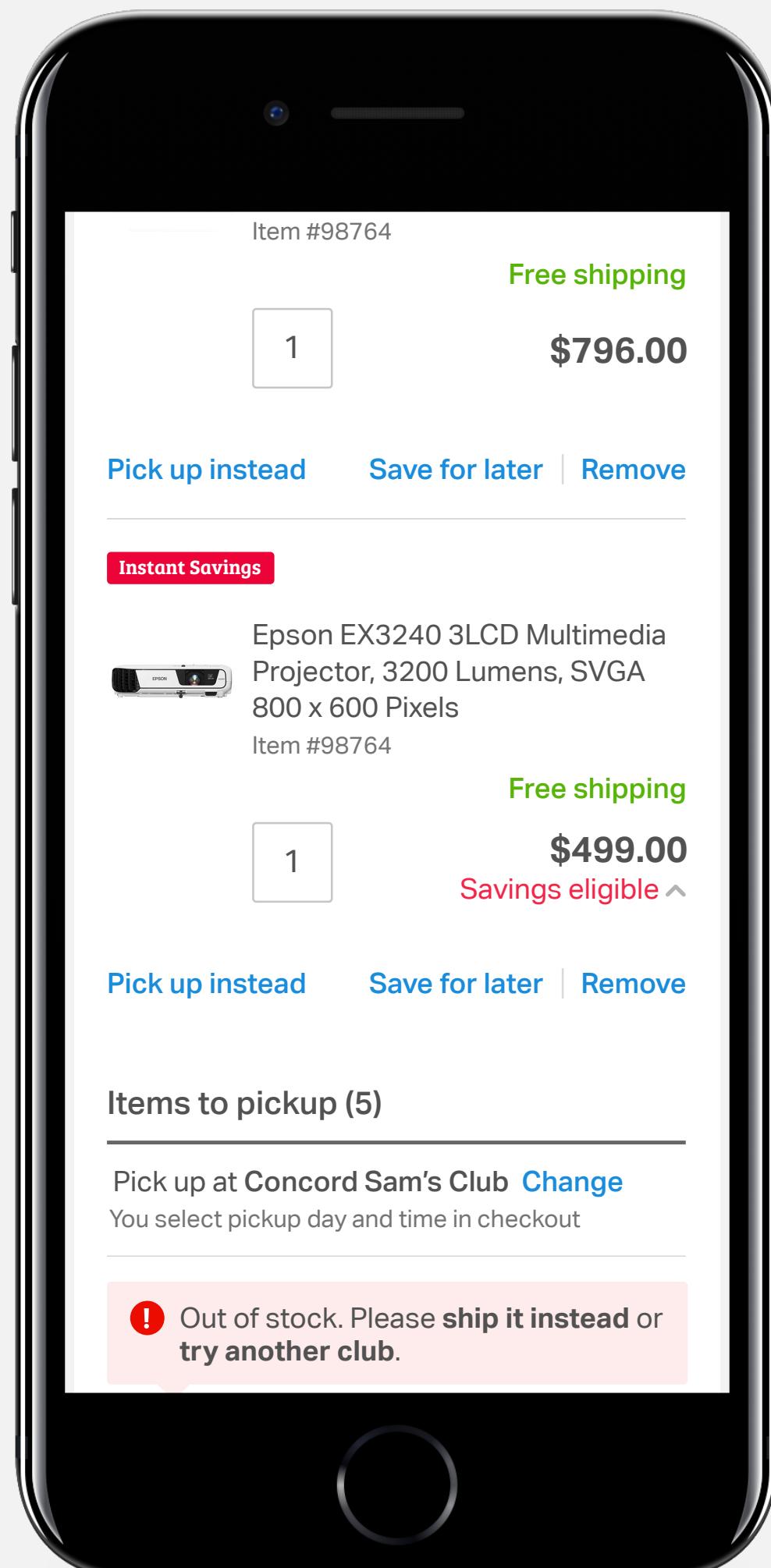
Save for later | Remove

Proposed designs



A desktop screenshot of a shopping cart page. At the top, there are navigation links: "Shop by department", "Business tools", "Member services", "Shocking Values", and "Configurable link". A banner for Black Friday offers "Free shipping on all Black Friday items" and a "Shop now" link. Below the banner, a promotional box for a credit card offer is shown: "Save 10%* on purchases today up to \$250 when you open an account." The main cart area has a large "Cart" heading and a "Membership (1)" section. It lists a "Sam's Savings Primary renewal" item (#98764) priced at \$45.00, which renews on purchase. A "Remove" link is next to the item. The "Items to ship (4)" section shows a VIZIO 55" Class 4K Ultra HD LED Smart TV listed twice, each at \$1048.00. The total estimated total is \$2,697.45. A green "Check out" button is at the bottom right, along with a note about estimated savings and a link to see terms and conditions.

Proposed designs



A screenshot of a desktop or tablet device showing a shopping cart. At the top, it shows "Item #98764" with a small image of a laptop and the text "Pick up instead" and "Save for later | Remove".

The main content area displays two items:

- Instant Savings**: Epson EX3240 LCD Multimedia Projector, 3200 Lumens, SVGA 800 x 600 Pixels. Item #98764. Shows a small image of the projector, "FREE shipping", the price "\$900.00", and a note "Savings eligible".
- Items to pickup (5)**: Pick up at Concord Sam's Club. You select pickup day and time in checkout.

A red callout bubble with an exclamation mark says: "Out of stock. Please ship it instead or try another club".

Below this, there are two more items listed:

- Field & Stream Mesh Back Poly Jersey Polo (Assorted Colors). Color: blue Size: M. Item #98764. Shows a small image of a blue polo shirt, "Out of stock", the price "\$9.81", and buttons "Ship it instead", "Save for later", and "Remove".
- Goodyear Assurance TripleTred All - Season P205/60R16 91V. Shows a small image of a tire, the price "\$396.00", and a quantity selector box containing the number "4".

At the bottom right, it says "MacBook".

Item types



Epson EX3240 3LCD Multimedia Projector, 3200 Lumens, SVGA
800 x 600 Pixels
Item #98764

Free shipping
\$796.00
\$199.00 each

4

[Pick up instead](#) [Save for later](#) [Remove](#)

Simple shipping



Gatorade Frost Variety Pack (20 fl. oz. bottles, 24 pk.)
Item #98764

1 **\$12.94**

Special order for pickup
Available Tue, Aug 12

[Save for later](#) [Remove](#)

Special order



Field & Stream Mesh Back Poly Jersey Polo (Assorted Colors)
Color: blue Size: M
Item #98764

1 **\$9.81**

[Ship it instead](#) [Save for later](#) [Remove](#)

Variants



HP 15.6" Touch Notebook, Intel Core i5-5200U, 1TB Hard Drive
Item #98764

1 **Sign in to see price**

[Pick up instead](#) [Save for later](#) [Remove](#)

Member only (MAP)



Gift Card - Sam's Club - \$100
Item #98764

1 **\$45.00**

Digital delivery
Emailed within 48 hours

[Save for later](#) [Remove](#)

Digital delivery



Samsung Galaxy Note 4 N910H Unlocked Smartphone - 32GB
Item #98764

1 **\$524.00**

Preorder
Releases Tue, Aug 18

[Save for later](#) [Remove](#)

Preorder



Rose Bouquet - Mixed Pastel - 2 Dozen
Item #98764 | 3 ¢/stem

Free delivery
\$200.00
\$100.00 each

Delivery date
Thu, Mar 24

[Save for later](#) [Remove](#)

Flowers



Epson EX3240 3LCD Multimedia Projector, 3200 Lumens, SVGA
800 x 600 Pixels
Item #98764

Qty 1 **\$399.99**

[Move to cart](#) [Remove](#)

Saved for later state

Promotions

Home

BROWSE

Category

PDP

Captivate and upsell
with promotions

Cart

Checkout

PURCHASE

Thank you

Inform the user of applied promos

Promotions

Instant Savings

Epson EX3240 3LCD Multimedia Projector, 3200 Lumens, SVGA 800 x 600 Pixels Item #98764

Free shipping

8 **\$900.00**
You save \$60.00 ^

5 at \$120.00 each 3 at \$100.00 each

\$20 off with Instant Savings
Offer ends Jun 30, 2012
Limit 3

[Pick up instead](#) [Save for later](#) | [Remove](#)

Instant Savings

Epson EX3240 LCD Multimedia Projector, 3200 Lumens, SVGA 800 x 600 Pixels Item #98764

4 **Free shipping \$900.00**
You save \$60.00 ^

5 at \$120.00 each 3 at \$100.00 each

\$20 off with Instant Savings
Offer ends Jun 30, 2012
Limit 3

[Pick up instead](#) [Save for later](#) | [Remove](#)

Shocking Value Ends in 8h 28m 18s

Epson EX3240 3LCD Multimedia Projector, 3200 Lumens, SVGA 800 x 600 Pixels Item #98764

Free shipping

8 **\$800.00**
\$100.00 each
You save \$160 ^

\$150 off with Shocking Values
Offer ends Jun 30, 2012

[Pick up instead](#) [Save for later](#) | [Remove](#)

Shocking Value Ends in 8h 28m 18s

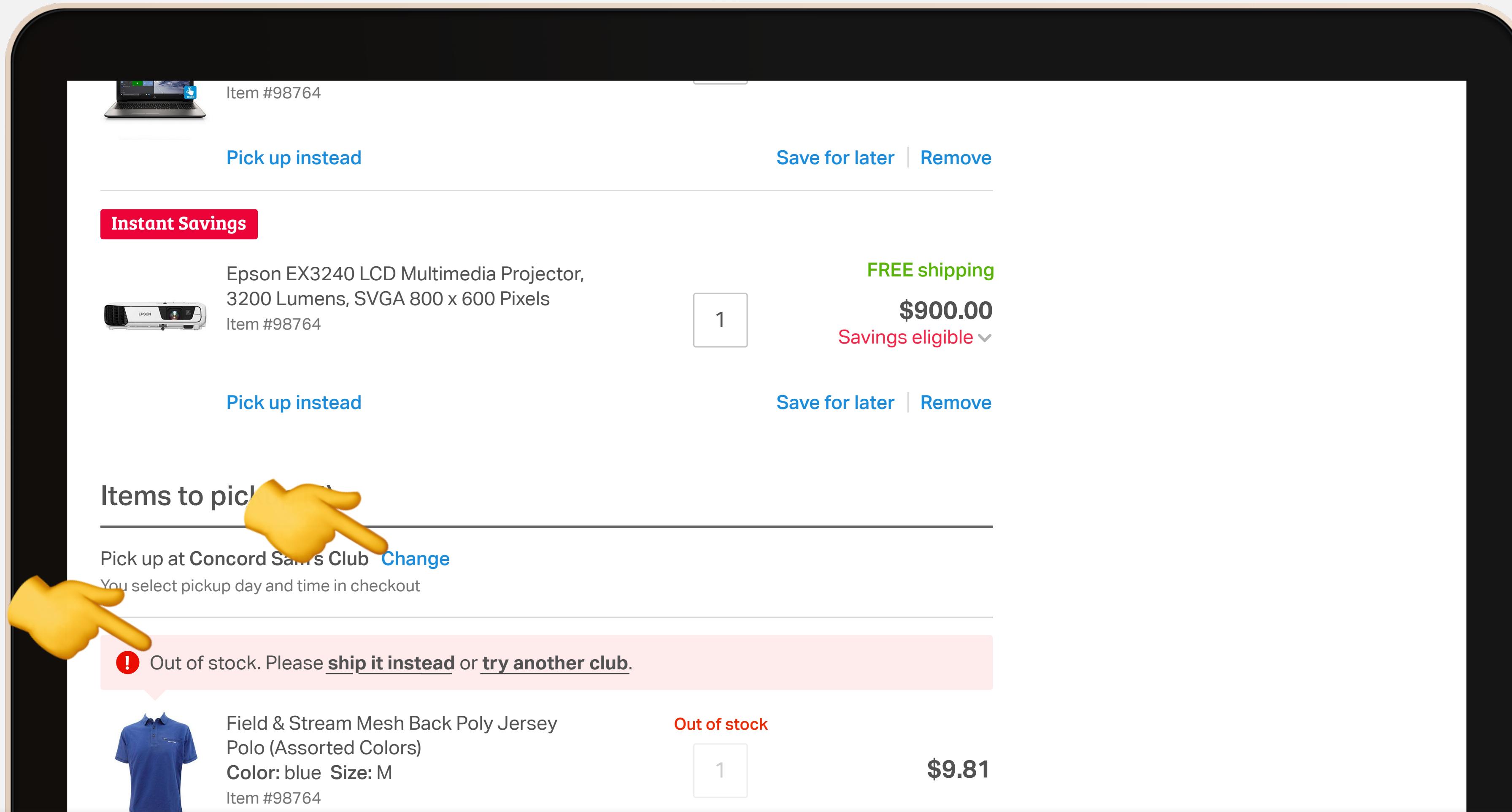
Epson EX3240 LCD Multimedia Projector, 3200 Lumens, SVGA 800 x 600 Pixels Item #98764

8 **Free shipping \$800.00**
\$100.00 each
You save ^

\$150 off with Shocking Values
Offer ends June 30, 2012

[Pick up instead](#) [Save for later](#) | [Remove](#)

Scenario



Item #98764

Pick up instead Save for later | Remove

Instant Savings

Epson EX3240 LCD Multimedia Projector,
3200 Lumens, SVGA 800 x 600 Pixels
Item #98764

FREE shipping
\$900.00
Savings eligible ▾

Pick up instead Save for later | Remove

Items to pick

Pick up at Concord Sam's Club [Change](#)
You select pickup day and time in checkout

! Out of stock. Please [ship it instead](#) or [try another club](#).

Field & Stream Mesh Back Poly Jersey
Polo (Assorted Colors)
Color: blue Size: M
Item #98764

Out of stock
1 \$9.81



...hmm maybe I can find this item in another club

Scenario

The screenshot shows a mobile shopping cart interface. At the top, there are navigation links: "Shop by department", "Business tools", "Member services", "Shocking Values", and "Configurable link". A banner below says "Free shipping on all Black Friday items" with a "Shop now" button.

The main area is titled "Cart" and shows "Pickup items (16)". It includes a section for "Pick up at Concord Sam's Club" with a note: "You select pickup day and time in checkout". Below this is a text input field containing "Full Product Name which can be up to three lines and may not truly reflect the item description... Item 123456". A large yellow hand icon points to this input field.

A modal window titled "20 clubs near San Bruno CA" is open, listing clubs with their addresses and distances from the current location:

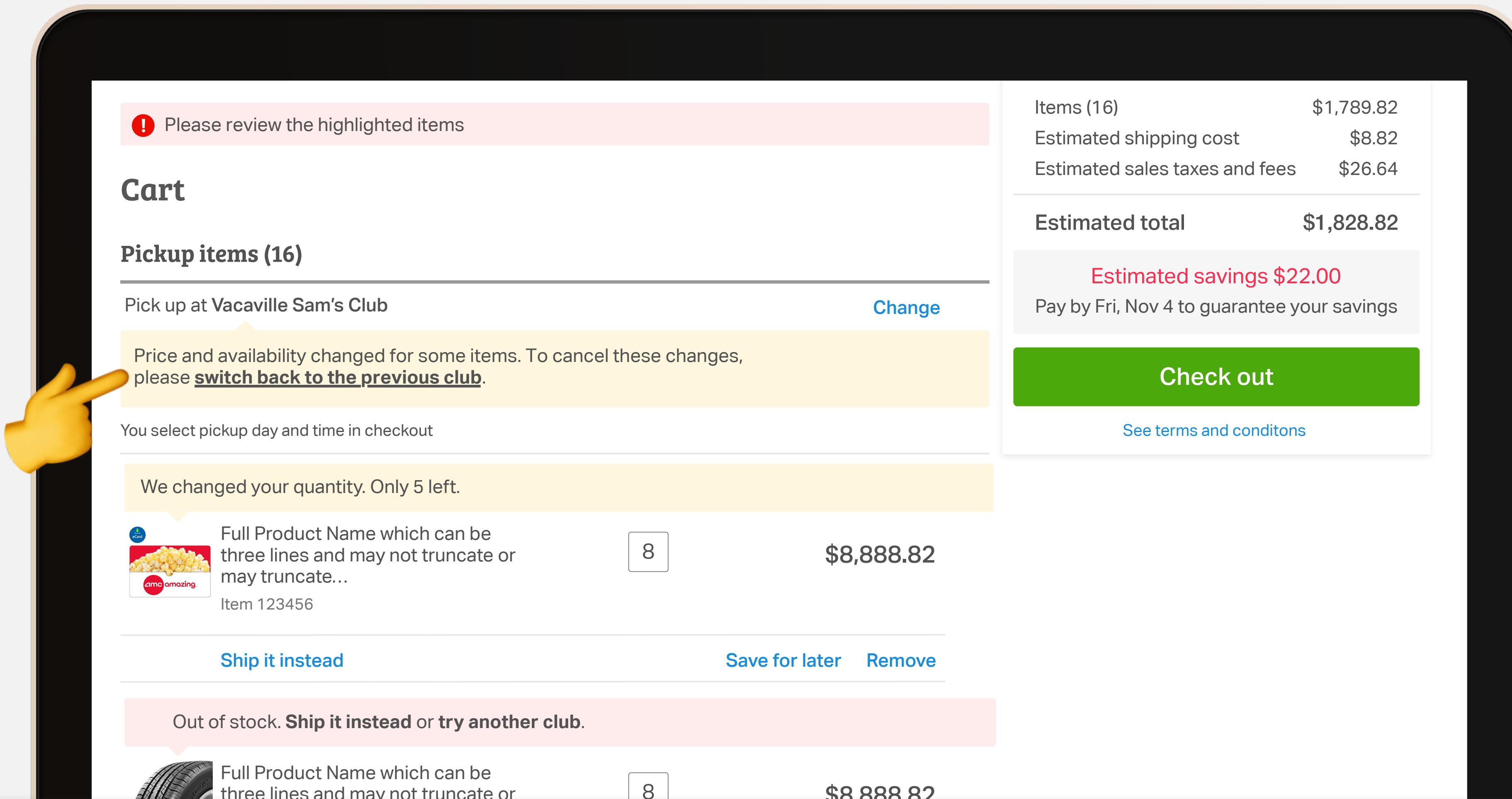
- Concord Sam's Club: 1225 Concord Ave, Concord, CA 94520, 27 miles, checked as "Your club".
- Vacaville Sam's Club: 8250 Power Inn Rd, Sacramento, CA 95823, 71.6 miles.
- Sacramento Sam's Club: 3360 El Camino Ave, Sacramento, CA 95821, 79.8 miles.
- Citrus Heights Sam's Club: 2200 El Camino Ave, Citrus Heights, CA 95221, 70.8 miles.

Buttons in the modal include "Change location", "Check out", and "See terms and conditions".



... okay, let me choose Vacaville in Sacramento

Scenario



The screenshot shows a mobile shopping cart interface. At the top, a red banner says "Please review the highlighted items". Below it, the word "Cart" is displayed. Under "Cart", there's a section titled "Pickup items (16)". A yellow callout bubble points to a message: "Price and availability changed for some items. To cancel these changes, please [switch back to the previous club](#)". Another yellow callout bubble points to a message: "We changed your quantity. Only 5 left.". The cart lists two items:

Item	Quantity	Price
Full Product Name which can be three lines and may not truncate or may truncate... Item 123456	8	\$8,888.82
Full Product Name which can be three lines and may not truncate or	8	\$8,888.82

For each item, there are buttons: "Ship it instead", "Save for later", and "Remove". On the right side of the cart, there's a summary table:

Items (16)	\$1,789.82
Estimated shipping cost	\$8.82
Estimated sales taxes and fees	\$26.64
Estimated total	\$1,828.82

Below the summary, it says "Estimated savings \$22.00" and "Pay by Fri, Nov 4 to guarantee your savings". A large green button says "Check out". At the bottom, there's a link "See terms and conditions".



... wait what? I didn't expect that!

Scenario

The screenshot shows a mobile application interface for a shopping cart. At the top, a red banner displays a warning: "Please review the highlighted items". Below this, the word "Cart" is centered. Under "Cart", the heading "Pickup items (16)" is followed by a horizontal line. To the left of the line, it says "Pick up at Vacaville Sam's Club" with a "Change" link to its right. A yellow callout box contains the text: "Price and availability changed for some items. To cancel these changes, please [switch back to the previous club](#)". Below this, a note states: "You select pickup day and time in checkout". On the right side of the screen, there is a summary of costs: "Items (16) \$1,789.82", "Estimated shipping cost \$8.82", "Estimated sales taxes and fees \$26.64", and "Estimated total \$1,828.82". Below the total, a red message says "Estimated savings \$22.00" and "Pay by Fri, Nov 4 to guarantee your savings". At the bottom right is a large green button labeled "Check out" with the text "See terms and conditions" underneath.



I have two ways to solve this for you:

- 1) Allow smart substitutions
- 2) Show a 'preview cart' before you change to another club

Why can't I have both?



Scenario

The screenshot shows a mobile-style shopping cart interface. At the top, a red banner displays a warning: "Please review the highlighted items". Below this, the word "Cart" is centered. Under "Cart", the heading "Pickup items (16)" is followed by a horizontal line. To the left of the line, it says "Pick up at Vacaville Sam's Club" with a "Change" link to its right. A yellow callout box contains the text: "Price and availability changed for some items. To cancel these changes, please [switch back to the previous club](#)". Below this, a note states: "You select pickup day and time in checkout". To the right of the cart summary, there is a summary table:

Items (16)	\$1,789.82
Estimated shipping cost	\$8.82
Estimated sales taxes and fees	\$26.64
Estimated total	\$1,828.82

Below the table, a message in red text says "Estimated savings \$22.00" and "Pay by Fri, Nov 4 to guarantee your savings". At the bottom right is a large green button labeled "Check out". Below the "Check out" button is a small blue link: "See terms and conditions".

Pangea does not account for this scenario since the items are directly shipped to the user. This was a major ask and I got a lot of push back.

“Preview Cart” was killed because of conflicting multiple carts.

Scenario

! Please review the highlighted items

Cart

Pickup items (16)

Pick up at Vacaville Sam's Club [Change](#)

Price and availability changed for some items. To cancel these changes, please [switch back to the previous club](#).

You select pickup day and time in checkout

We changed your quantity. Only 5 left.

 Full Product Name which can be three lines and may not truncate or may truncate... Item 123456	8	\$8,888.82
--	---	------------

[Ship it instead](#) [Save for later](#) [Remove](#)

Items (16) \$1,789.82
Estimated shipping cost \$8.82
Estimated sales taxes and fees \$26.64

Estimated total \$1,828.82

Estimated savings \$22.00
Pay by Fri, Nov 4 to guarantee your savings

[Check out](#) [See terms and conditions](#)

Users will soon be able to allow substitutions for pickup items ...not for all the clubs though

Other challenges

User drops out of Cart and comes back at a later time.
We do a stock check and things are out of stock.
What do we do?

User was not signed in and made a cart with Club A, now he signs in and has another one with Club B. Which club do we choose? Why? What happens to the inventory check?

Other challenges

*Single item being added to cart with both shipping
and pickup. Do we give the user an option to decide?*

Other challenges

If the user comes to Cart, but their membership expires.
How do we handle that? If they decide to upgrade, should
we upsell our plus membership?



*Our goal was to make Cart live before
holidays*

... it was rushed and seemed ambitious

*... we didn't want to change too much before testing the new
interactions*





Search

Your club ▾
Concord, CA Your account ▾
KellyCart 2

Shop by department ▾

Business tools ▾ Member services ▾ Halloween Shocking Values

Sam's Club :: My Cart

Cart (2 items)

Continue Shopping

Check Out

Enter Chalet

	Delivery method	Orig. Price	Qty	Subtotal
Thank you for upgrading your Membership!	Your membership is active upon purchase.	\$42.19	1	\$42.19
Your current card is still valid at your local Sam's Club and SamsClub.com. On your next visit to your local Sam's Club, stop by the Member Services Desk to pick up your new Sam's Plus card.				
Remove				
 Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack Item #: 182963	<input checked="" type="checkbox"/> Ship only ? <input type="checkbox"/> Subscribe ?	\$14.98	1	\$14.98
Remove Save for Later				Update
Orders that contain Instant Savings must be shipped to the same address and cannot be split between in Club pick-up and online delivery.				
				Merchandise total: \$57.17
Estimated total does not include taxes, fees shipping and optional charges. State and local laws may require sales tax to be charged on the pre-discounted price. State and local laws may require sales tax to be charged on the Instant Savings pre-discounted price.				
See the Terms & Conditions				
				<input type="text" value="94044"/> Calculate
				Est. shipping: \$0.00
				Est. sales tax: \$1.35
				Est. product fee: ? \$0.00
				Estimated Total: \$58.52
Estimate calculated for shipping to 94044				



Search

Your club ▾
Concord, CA Your account ▾
Kelly

Cart 2 ✓

Shop by department ▾

Business tools ▾ Member services ▾ Halloween Shocking Values

Sam's Club :: My Cart

Cart (2 items)

Continue Shopping

Check Out

Cart redesign V1

- Accessibility changes
- Content updates
- Partial feature and inventory integration with Pangea

Delivery method	Orig. Price	Qty	Subtotal
Your membership is active upon purchase.	\$42.19	1	\$42.19
Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack Item #: 182963	\$14.98	1	\$14.98
Merchandise total:	\$57.17		
Est. shipping:	\$0.00		
Est. sales tax:	\$1.35		
Est. product fee: ?	\$0.00		
Estimated Total:	\$58.52		

Thank you for upgrading your Membership!

Your current card is still valid at your local Sam's Club and SamsClub.com. On your next visit to your local Sam's Club, stop by the Member Services Desk to pick up your new Sam's Plus card.

[Remove](#)

Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack
Item #: 182963

Ship only ?
 Subscribe ?

[Remove](#) | [Save for Later](#)

Orders that contain Instant Savings must be shipped to the same address and cannot be split between in Club pick-up and online delivery.

Estimated total does not include taxes, fees shipping and optional charges. State and local laws may require sales tax to be charged on the pre-discounted price. State and local laws may require sales tax to be charged on the Instant Savings pre-discounted price.

See the [Terms & Conditions](#)

94044 [Calculate](#)

Member exclusive: Get a \$300 Sam's Club Gift Card* when you upgrade today!

ALL OFFERS WITH QUALIFYING PACKAGES & 24-MONTH DIRECTV AGREEMENT.

Get DIRECTV →

Your Lists Sam's Club Credit Easy Reorder

Before

Your Lists Sam's Club Credit Easy Reorder

Your club Concord, CA Your account Rachit Cart 17

Sam's Club Search

Shop by department Business tools Member services Instant Savings Shocking Values

Sam's Club :: My Cart

[Continue Shopping](#) [Begin Checkout](#)

Shopping Cart (17 items)

Select action on checked items [OK](#)

ITEMS IN YOUR CART ▾	DELIVERY METHOD ▾	ORIG. PRICE ▾	QTY ▾	TOTAL ▾
 EAS 100% Whey Protein Powder, Chocolate (5 lbs.) Item #: 345623 Save for Later Remove	Ship Only Item <input checked="" type="checkbox"/> Subscribe ? Order every: 1 week <small>This item is not available to pick up</small>	\$37.88	1	\$37.88 Update
 Premium Million Star Gypsophila - 10 Bunches Item #: 771641 \$3.92 off with New Lower Price Offer ends August 07 ? Save for Later Remove	Ship Only Item <small>This item is not available to pick up</small> Select Delivery Date Thursday, 07/28/2016	\$92.78	1	\$88.86 Saving \$3.92 ? Update
 Nikon D5500 24.2MP CMOS Sensor DSLR 2-Lens Bundle, with 18-55mm VR II Lens, 55-300MM VR Lens, Camera Case and 32GB Memory Card Item #: 546203 Save for Later Remove	<input type="radio"/> Please ship <input checked="" type="radio"/> Pick up at Concord Club(#6612) Change Club	\$1,099.00	1	\$1,099.00 Update
 JVC 32" Class 720p LED TV - LT-32EM75 Item #: 342271 Add Protection plan Save for Later Remove	Ship Only Item <small>This item is not available to pick up</small>	\$138.88	8	\$1,111.04 Update
 Goodyear Eagle Sport A/S - 255/35R18/XL 94W Special order this product now and pick up in your local store	Special Order	\$194.02	4	\$776.08 Update

Today

Member exclusive: Get a \$300 Sam's Club Gift Card‡ when you upgrade today! DIRECTV ALL OFFERS WITH QUALIFYING PACKAGES & 24-MONTH DIRECTV AGREEMENT. [Get DIRECTV](#) →

Your Lists Sam's Club Credit Easy Reorder

Your club Concord, CA Your account Kelly Cart 2

Sam's Club Search

Shop by department Business tools Member services Halloween Shocking Values

Sam's Club :: My Cart

Cart (2 items)

[Continue Shopping](#) [Check Out](#)

Delivery method Orig. Price Qty Subtotal

Thank you for upgrading your Membership! Your membership is active upon purchase. \$42.19 1 **\$42.19**

Your current card is still valid at your local Sam's Club and SamsClub.com. On your next visit to your local Sam's Club, stop by the Member Services Desk to pick up your new Sam's Plus card.

[Remove](#)


Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack
Item #: 182963

 [Ship only](#) ?
 [Subscribe](#) ?
[Update](#)

[Remove](#) | [Save for Later](#)

Orders that contain Instant Savings must be shipped to the same address and cannot be split between in Club pick-up and online delivery.

Merchandise total: **\$57.17**

Estimated total does not include taxes, fees shipping and optional charges. State and local laws may require sales tax to be charged on the pre-discounted price. State and local laws may require sales tax to be charged on the Instant Savings pre-discounted price.

See the [Terms & Conditions](#)

94044 [Calculate](#)

Est. shipping: \$0.00
Est. sales tax: \$1.35
Est. product fee: ? \$0.00

Estimated Total: **\$58.52**
Estimate calculated for shipping to 94044

11%

decrease in cart abandonment



Today

Member exclusive: Get a \$300 Sam's Club Gift Card* when you upgrade today!  ALL OFFERS WITH QUALIFYING PACKAGES & 24-MONTH DIRECTV AGREEMENT. [Get DIRECTV →](#)

Your Lists Sam's Club Credit Easy Reorder

Sam's Club Search Your club Concord, CA Your account Kelly Cart 2/2

Shop by department Business tools Member services Halloween Shocking Values

Sam's Club :: My Cart

Cart (2 items)

Delivery method	Orig. Price	Qty	Subtotal
Your membership is active upon purchase.	\$42.19	1	\$42.19
Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack Item #: 182963	\$14.98	1	\$14.98

Thank you for upgrading your Membership!
Your current card is still valid at your local Sam's Club and SamsClub.com. On your next visit to your local Sam's Club, stop by the Member Services Desk to pick up your new Sam's Plus card.

[Remove](#)

 Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack
Item #: 182963

[Remove](#) | [Save for Later](#)

Orders that contain Instant Savings must be shipped to the same address and cannot be split between in Club pick-up and online delivery.

Estimated total does not include taxes, fees shipping and optional charges. State and local laws may require sales tax to be charged on the pre-discounted price. State and local laws may require sales tax to be charged on the Instant Savings pre-discounted price.

See the [Terms & Conditions](#)

Merchandise total: \$57.17

94044 [Calculate](#)

Est. shipping: \$0.00
Est. sales tax: \$1.35
Est. product fee: \$0.00

Estimated Total: \$58.52
Estimate calculated for shipping to 94044

Near future

It's not too late to find great deals!  Find gifts for everyone  SAMSUNG Shop now >

Your lists Easy Reorder Sam's Club credit Join Renew

Sam's Club Search Your club Concord, CA Your account Ximena Cart 11/1

Shop by department Business tools Member services Shocking Values Configurable link

Free shipping on all Black Friday items [Shop now](#)

 Save 10%* on purchases today up to \$250 when you open an account.

Cart

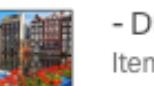
Membership (1)

 Sam's Savings Primary renewal Item #98764 Renews on purchase	\$45.00
--	---------

[Remove](#)

Items to ship (4)

Shipping options for 94066 [Change](#)
You select shipping method in checkout

 VIZIO 55" Class 4K Ultra HD LED Smart TV - D55u-D1 Item #98764	2	\$1048.00 \$5.0024 each
 HP HD 17.3" Notebook 17-x037cl, Intel Core i3-5005U DC Processor Item #98764	1	\$499.00
 Epson EX3240 LCD Multimedia Projector, 3200 Lumens, SVGA 800 x 600 Pixels Item #98764	1	FREE shipping \$900.00 Savings eligible

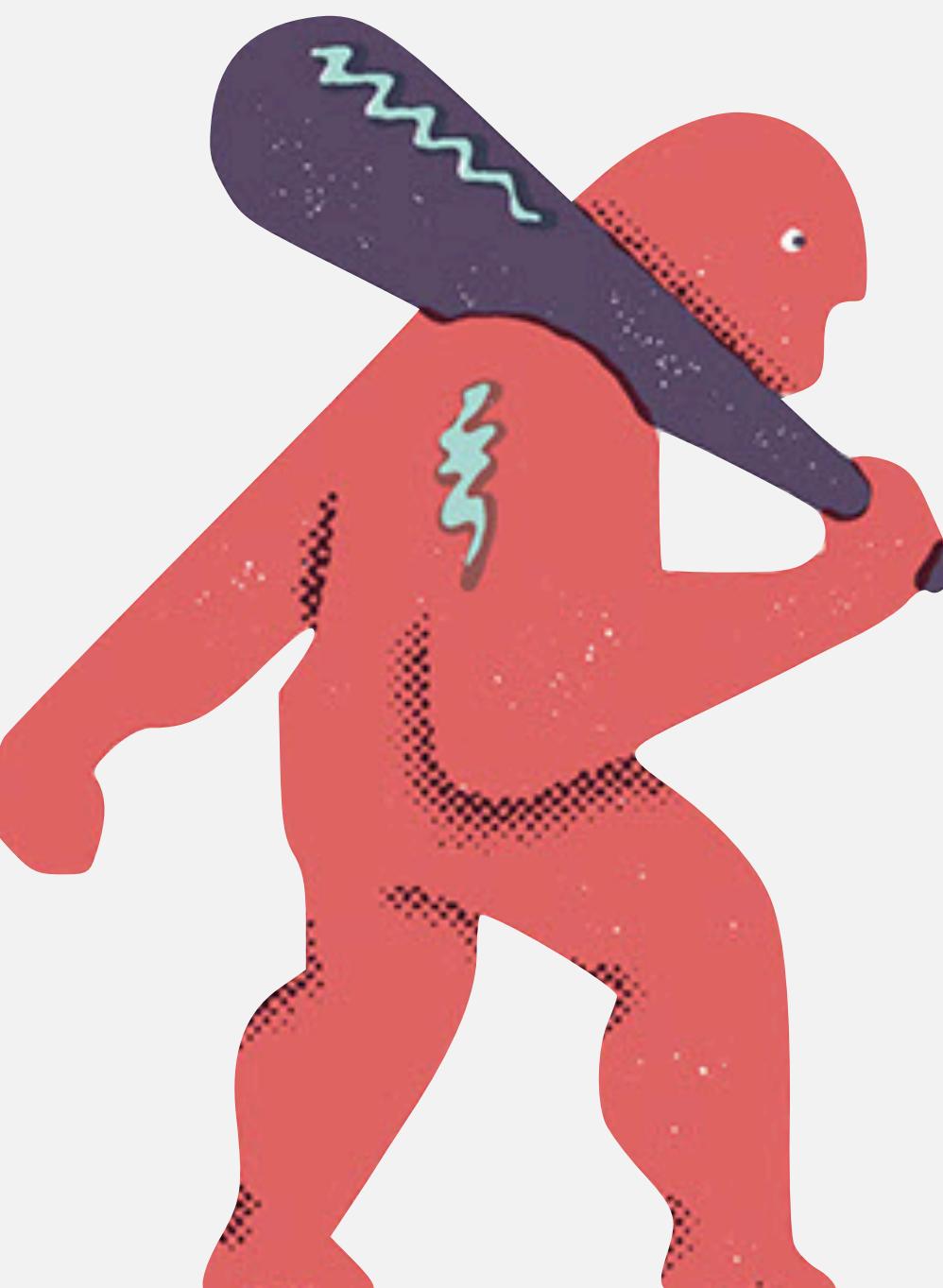
Check out

Estimated savings \$5.00
Pay by Sat, Nov 26 to guarantee your savings

[See terms and conditions](#)

Next steps

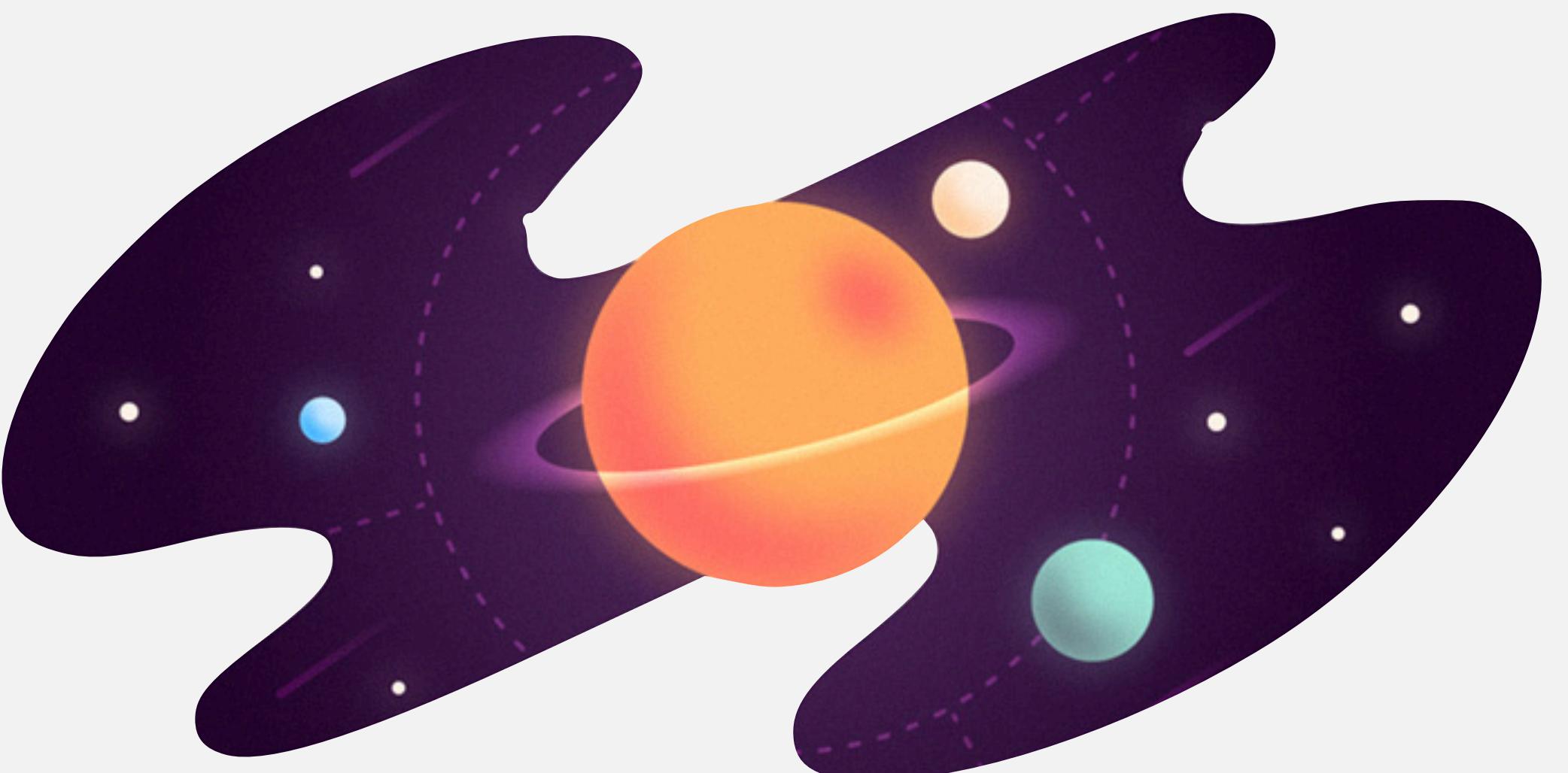
*Connect the dots from Chalet
to Pangea*



*We were shooting for the stars,
but had to rest on the moon.*



*This project tops my list of importance
and complexity after Checkout.*



Before

Sam's Club | **Checkout**

Return to Cart Help

Shipping Payment Review & Place Order

Continue

Ship to

Ship to: 940 Corona Dr Edit

Add new address | Ship to multiple addresses

Please note: We cannot ship to P.O. Boxes. We can ship to military addresses. [See restrictions.](#)

Items to be shipped

	Shipping options	Qty	Total
Ticonderoga - Woodcase Pencil, HB #2, Yellow Barrel - 96/Pack <small>Item #: 182963</small>	Standard shipping Arrives By Oct 24 Air shipping is not available for this item	1	\$14.98

Membership

Items to be delivered

	Delivery method	Qty	Price
Sam's Plus Upgrade <small>Item #: 263234</small>	Your membership is active upon purchase.	1	\$42.19

Continue

Leave Feedback

Have Questions? One of our associates will be happy to help you. Call us at 1-888-746-7726.

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Contact Us | Terms | Privacy | California privacy rights

After

Sam's Club

1 Shipping

Ship to

Sam Walton
The Walton Institute
950 Elm Avenue
3rd Floor
San Bruno, CA 94066
(650) 825-8540

Change

Shipping items (23)

Arrives May 25-Jun 5

Image	Item Description	Qty	Price	Shipping
	VIZIO 65" Class 4K Ultra HD LED Smart TV - M65-C1 Item #123456	Qty 1	\$1,378.00	Value shipping Free
	Nestle Coffee-mate Powdered Creamer, French Vanilla (15oz.) Item #123456	Qty 8	\$39.84 \$4.98 each	Value shipping Free
	Beats Solo Matte Drenched On-ear Headphones Item #123456	Qty 1	\$126.88	Value shipping Free
	Gevalia Kaffe Signature Blend Coffee (84 K-Cups) Item #123456	Qty 5	\$144.90 \$28.98 each You save \$2.50	Value shipping Free
	Similac Advance Infant Formula with Iron, Stage 1 (32oz.) Item #123456	Qty 8	\$159.84 \$19.98 each	Value shipping Free

Estimated savings \$2.50

Pay by Sat, Jan 28 to guarantee your savings

Continue

2 Payment options

the things you need, the things you love, and all sorts of unexpected things.

Already a member?

[Renew Now ▶](#)

BEST
VALUE



\$100

[Join Now](#)



\$45

[Join Now](#)



\$45

[Join Now](#)

Cash Rewards*

Extra Protection Service Plan

Early Shopping Hours **

Extra Value Drug List for Plus Members††

Optical† Plus Member Benefit

Optical† Discount Rx Eyeglasses¹

Sam's Club Mastercard^{‡2}

Instant Savings³

Tire & Battery† Center

Club Pickup

Add on Memberships

Number of cards

Up to 16

Up to 8

[Join Now](#)

[Join Now](#)

[Join Now](#)

Online sign up is temporarily inactive for members in Puerto Rico. Please visit your local club to sign up for a Sam's Club membership.

Military Membership
A Membership exclusively for active and retired military personnel and their spouses. [Learn More](#)

Collegiate Membership
A Membership exclusively for college students. [Learn More](#)

Services Exclusively for Members



Business



Home



Life

Club Pickup (Formerly Click 'n' Pull)
Business Lending Center
Business Payment Solutions
Payroll Services
Accounting and Tax Services
Legal Solutions
Online Marketing Solutions

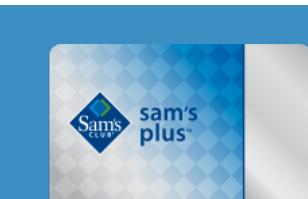
Health Insurance Protection Plans
Business Stationery
Check Printing

Club Pickup (Formerly Click 'n' Pull)
Sam's Club Credit
Photo
Auto Buying Program
Tire and Battery Home Improvement
Tech Experts
Protection Plans

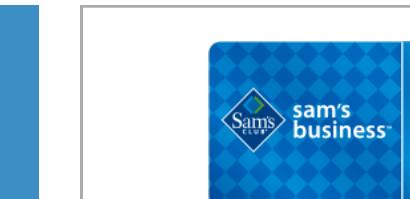
Legal Solutions
Health Insurance Pharmacy
Optical Hearing Aid Health Screenings

Club Membership Plans

Our memberships more than pay for themselves.



\$100
per year



\$45
per year



\$45
per year

Plus Membership Benefits



Cash Rewards

Get \$10 for every \$500 spent in qualifying purchases, up to \$500 annually. Use for purchases, membership fee or redeem cash.



Extra Protection Service Plan

Receive an extra year of coverage with the purchase of a Protection of a Care Plan (excludes camera, computers, smartphones, and tablets).



Extra Value Drug List

Receive extra discounts on select prescription drugs, including 5 select prescriptions available for free every day.

[Join as a Plus Member](#)

[View summary](#)

Early shopping hours

We'll open the doors for you at 7AM Monday - Saturday; get in and out with what you need.

Optical Plus Member Benefit

Receive \$50 off first pair of glasses, (frame and lens), with the purchase of a year supply of contact lenses.

Optical Discount Rx Eyeglasses

Receive \$40 off second pair when you purchase two complete pairs of regularly-priced Rx eyeglasses not using vision insurance.

Instant Savings

Membership not required for select services

the things you need, the things you love, and all sorts of unexpected things.

Already a member?

[Renew Now ▶](#)



\$100

[Join Now](#)



\$45

[Join Now](#)



\$45

[Join Now](#)

Cash Rewards*	<input checked="" type="checkbox"/>		
Extra Protection Service Plan	<input checked="" type="checkbox"/>		
Early Shopping Hours**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Extra Value Drug List for Plus Members††	<input checked="" type="checkbox"/>		
Optical Plus Member Benefit	<input checked="" type="checkbox"/>		
Optical Discount Rx Eyeglasses†	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sam's Club Mastercard‡‡	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Instant Savings³	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tire & Battery Center†	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Club Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add on Memberships	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Number of cards	Up to 16	Up to 8	

Online sign up is temporarily inactive for members in Puerto Rico. Please visit your local club to sign up for a Sam's Club membership.

Military Membership
A Membership exclusively for active and retired military personnel and their spouses. [Learn More](#)

Collegiate Membership
A Membership exclusively for college students. [Learn More](#)

Services Exclusively for Members



Business

Home

Life

Club Pickup
(Formerly Click 'n Pull)

Business Lending Center

Business Payment Solutions

Payroll Services

Accounting and Tax Services

Legal Solutions

Online Marketing Solutions

Health Insurance Protection Plans

Business Stationery

Check Printing

Club Pickup
(Formerly Click 'n Pull)

Sam's Club Credit

Photo

Auto Buying Program

Tire and Battery Home Improvement

Tech Experts

Protection Plans

Legal Solutions

Health Insurance Pharmacy

Health Screenings

Membership not required for select services

[Compare all plans](#)



Cash Rewards



Extra Protection Service Plan



Extra Shopping Hours



Extra Value Drug List for Plus Members



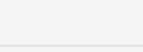
Optical Plus Member Benefit



Optical Discount Rx Eyeglasses



Sam's Club MasterCard



Instant Savings



Tire & Battery Center



Club Pickup



Add on Memberships



Number of Cards



Additional membership options



Military Membership

[Learn more](#)



Collegiate Membership

[Learn more](#)

Membership Terms and Conditions

* Cash Rewards are only available for Sam's Plus™ Members. Sam's Plus Members earn \$10 in Cash Rewards for every \$500 in qualifying pre-tax purchases with a maximum reward of \$500 per 12-month membership period. Cash Rewards are awarded annually and loaded onto the membership card for use in-club, on Sam's Club.com or redeemable for cash. A member can accumulate a Maximum Balance of \$2,000 in earned Cash Rewards on a membership card, at which point accrual of Cash Rewards stops until the Maximum Balance is reduced. Cash Rewards are not earned for purchases made during the time of Maximum Balance. Cash Rewards are not earned for purchases made at the Sam's Club Wholesale Trading Center #7191 located at 11700 Miramar Pkwy, Miramar, FL 33025. Restrictions apply. Visit Sam's Club.com/cashrewards for program details and terms and conditions.